



NOVEMBER
2018



NEWSLETTER

UPDATE ON 2018 AND LOOKING **TO THE FUTURE**

Chris Godenir, General Manager of Peninsula All-Suite Hotel

As we entered 2018, the euphoria and optimism created by the appointment of a new president was evident, but the impact of "State Capture" and "Day Zero" soon brought us back to reality. For the Peninsula, 2017 was arguably one of our best years ever, having been awarded RCI's Best Large Gold Crown Resort along with two further awards for Innovation and Development in Hospitality.

The first big challenge in 2018 was "Day Zero" and dealing with the double impact of saving water and a decline in demand for hotel rooms. We are glad to report that with a united effort from guests and staff, we have reduced water consumption by 40% on the previous year and over the winter periods reduced the number of hotel rooms available to sell, enabling us to maximise on pay-outs in the rental pool.

This was very costly for the management company as, without room turnover, there is a reduced income. As



such, I sincerely thank the management directors for their faith in The Peninsula as no employees were retrenched over this period.

On a positive note we are planning for the future and sustainability. Our greatest strength over and above location and consistency is staff retention. We achieve this through a culture of developing from within and creating an environment where people want to and can grow. This does, however, present a double-edged sword where the team can become comfortable and

don't look for innovation and therefore become stuck.

In today's world we need to be both adaptable and flexible and, to resolve this, we have reenergized our development initiatives to concentrate on developing emotional intelligence (EQ) and not just skills.

As such, our attitude is to invest in systems with artificial intelligence which removes the more mundane tasks to free up time to concentrate on the guest experience and human interaction. The Peninsula is all about people.

We are embracing the 4th industrial revolution to remove barriers which, in turn, creates an environment where our teams can indeed concentrate on human interaction.

The future looks bright even though the present is challenging. We say bring on 2019!



THE PENINSULA EMBRACES ARTIFICIAL INTELLIGENCE!

Artificial intelligence, or AI, refers to the performance of seemingly intelligent behaviours by computers or machines that were traditionally thought to require cognitive function in order to be carried out.

Today, the collection of customer data combined with the improvements to computer technology, mean that artificial intelligence can be utilized for a huge range of functions from basic customer service to personalisation tasks; more advanced problem-solving and even for sales processes and direct messaging. This potentially means that hotels can eliminate human error and deliver superior service.

A number of new technologies are being introduced to the hospitality sector including, but not limited to, Virtual and Augmented Reality, which is the ability to add physical graphics to an environment

viewed through a device as well as Chatbots - mobile apps which allow customers to ask questions and receive near-instant responses, 24 hours a day, seven days a week. Other applications include online check-in and access to hotel room via smartphone, voice-enabled virtual assistants which afford hoteliers the opportunity to engage and treat their guests with superior service through voice activated technology.

The Peninsula All-Suite hotel will, over the coming months, be looking into these trends and research ways in which to implement some of the functions.



FRONT POOL RENOVATION

After the School and Easter Holidays of 2019, the front pool area will be closed off for a much needed refurbishment. The front pool area will be renovated to create a modern and clean look. The tiled area in the pool will be replaced and the pool surface re-marbled and plastered while the water feature will be modernised. The area around Norfolk pine – currently tiled in sandstone tiles –

will be replaced with wooden decking in keeping with the aesthetic of the heated pool. A handrail will be installed by the steps leading into the pool. The existing braai area will be demolished and replaced with a more modern looking braai facility. A balustrade with a safety door will be installed between the pool and the grass area in front of the ground floor suites.

SUMMER RECIPE FROM HAJIE PISTACHIO NOUGAT SLICE

INGREDIENTS

- 65 g sugar
- 50 g honey
- 25 g liquid glucose
- 50g egg whites
- 220ml fresh cream
- 10 g glacé cherries
- 25 g pistachios, chopped
- 45 g flaked almonds
- Grand Marnier (optional)

METHOD

Line a 20 cm x 40 cm shallow baking tin or dish with baking paper. Combine the sugar, honey and glucose in a saucepan and heat to 120°C (soft boil stage). Place the egg whites in the bowl of an electric mixer. When the sugar syrup is approaching 120°C, begin whisking the egg whites to soft peaks. With the motor running, gradually pour in the sugar syrup, and con-

tinue whisking until the mixture has cooled. Whip the cream to soft peaks in a large bowl. Fold in the Italian meringue, fruit, nuts and alcohol. Pour into the prepared tin, spreading evenly, and place into the freezer for 2 hours to set. (This can be made up 2 days ahead.)

TO SERVE

Cut the iced nougat into 10 cm x 4 cm rectangles and place on serving plates. Top with fresh figs, mint and raspberry coulis.



THE BEST IN-ROOM ENTERTAINMENT SOLUTION

Is there anything better than feeling at home when you are travelling? The Peninsula All-Suite Hotel team understands how important it is to provide memorable experiences where every single detail counts.

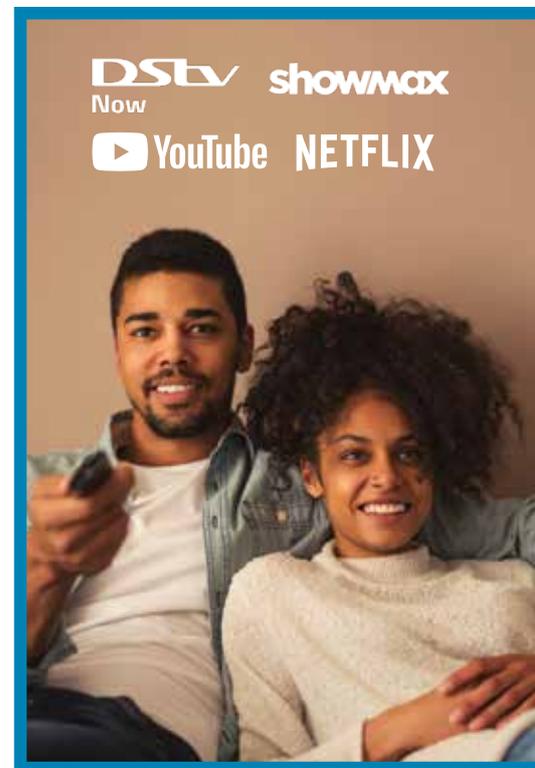
Now, thanks to Google Chromecast and uncapped wireless connectivity, our guests will be able to feel at home and enjoy their own multimedia content on the in-room TVs.

We have 20 portable Google Chromecast devices in a way that will satisfy our guest needs and meet their expectations when it comes to viewing choice. Easy to install and centrally managed, the hotel will control the installation on a first come, first serve basis.

Bring your own DSTV Now, Netflix and Showmax with you on your next visit and caste your favorite programs to

your room screen. Moreover, the system is a secure way to connect guest devices, ensuring that personal information is protected. The connectivity process is simple: guests simply connect their devices to the system, provided they have their own account details and password.

While Chromecast streaming may not be the final solution, it is a major step forward in the evolution of entertainment. In turn, it is important that The Peninsula All-Suite Hotel adapts services that reflect guest habits and requirements.



7 A SIDE FOOTBALL TOURNAMENT

On Saturday 29th September, the Peninsula Hotel entered a 7 a side Hotel League Football Tournament at Chukker Road Sports Complex. We competed against Breakwater Lodge, 15 on Orange, Radisson Red, and The One and Only Hotel. We finished 2nd in the group stage and proceeded to the knock out semi final against 15 on Orange and won 5 – 3. We then progressed to the final against Breakwater Lodge and unfortunately lost 1 – 0.

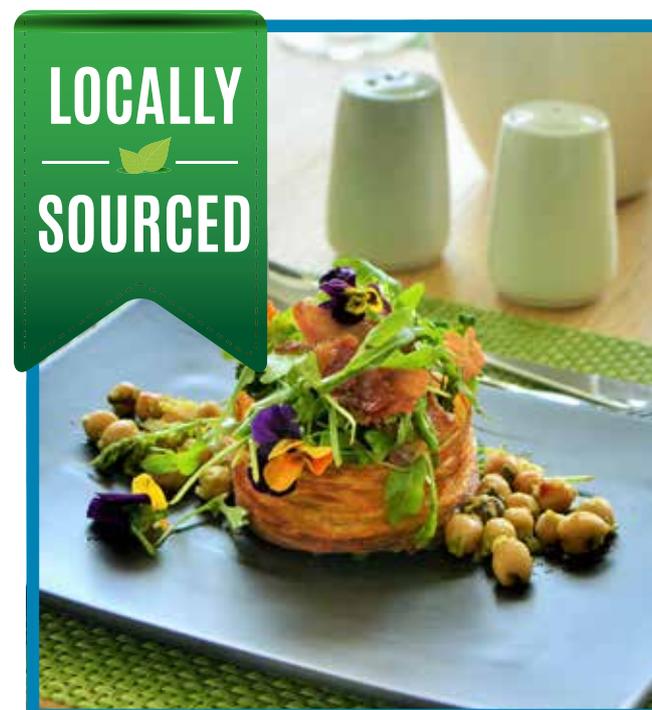
PROUDLY SOUTH AFRICAN PRODUCE

At the Sunset Restaurant & Faces Bar

One of the easiest ways to help change our world is by changing the way we spend our money. At the Sunset Restaurant our chef uses locally sourced products and ingredients. Our extraordinary and inspiring food culture has given rise to a number of influences, all transformed by local traditions, from Khoisan to Cape Malay and African. As for beverages, locally crafted gin, brandy, whiskey, vodka and beers are all a must-try when you enter our Faces Bar. Come and experience our Africa Big 5 in Faces

Bar, which includes a lager, 2 pale ales a pilsner and a ginger beer (Devils Peak, Hogg House & Dragons Fiery).

By supporting local brands, you are also supporting local businesses, helping with job creation and boosting our economy. If a brand is 100% local, it means everything from start to finish has happened in South Africa, so you're giving love to a lot of local initiatives. **THAT BEING SAID, LOCAL IS ALWAYS LEKKER!**



RENTAL POOL WITH US AGREEMENT AND MANAGEMENT REGULATIONS

As an owner you have the option to rental pool your unit, for a number of year's our peak weeks in December and January have been rented out through alternative agents. We would like to encourage our owners to place these units in our pool where you should maximise on your return.

As another alternative our largest share holder the Dream Vacations Club will also be introducing a new option of offering a guaranteed return over periods of hi demand and also the ability to space bank your unit with Dream Hotels and Resorts and exchange for alternative accommodation within the portfolio.

On the 01st March 2018 the Board of Directors approved amendments to the Management Regulations (Annexure

"H") as well as the Rental Pool Agreement (annexure "A") – copies of this will be on our website and emailed on request. We ask that all our owners familiarize themselves with these amendments as it pertains directly to the conditions around placing your unit into the rental pool as well as occupation. Please note that for any mandate to be actioned your levies need to be up to date.

Should you have any questions regarding the terms and conditions within these agreements, do not hesitate to contact us on debtor@peninsula.co.za and we will endeavor to clarify any matter that may arise. If you have not received a copy please contact the Hotel and we will resend to you.

CHECK-IN TIME

We would like to remind all our owners that Friday check-in time is from 14:00. Due to our occupancy, it is impossible for us to get all the rooms cleaned in 4 hours i.e. check-out time at 10:00 and check-in time at 14:00. We are aware of resorts that have changed their check-

in time to 17:00 but we are not prepared to do this. We therefore ask all our owners to please be patient on a Friday and we will do our best to get your suite ready as close to 14:00 as possible.

INTRODUCING THE MORE SECURE IVERI DIVERT

Due to the large amount of credit card fraud, it has become increasingly difficult to process payments manually by entering credit card details and most financial institutions have removed the functionality altogether with others indicating they will be doing so too in the near future. In order to facilitate the change, but maintain easy payment options, we have teamed up with Nedbank to offer Iveri Divert: a 3D secure payment method still paying by card. It is easy to use, is more secure and requires the following steps:

- Upon request, a link will be emailed to you with the amount due inserted.
- Follow the secure link and input your credit card details.
- You will then be diverted to your bank's 3D secure portal and an sms will be sent to your cell phone with an OTP (One Time Pin)
- Insert the number to complete the payment
- We will receive notification of the successful payment and email you your statement reflecting payment

Iveri divert supports all major credit cards including Amex and Diners. Should you require any further information, please do not hesitate to contact our accounts team.



make
CAPE TOWN
yours

EXPLORE OWNERSHIP OPTIONS AT THE PENINSULA ALL-SUITE HOTEL

Sales enquiries: +27 (0)21 430 7777

Internal ext: 2007 and 2050

Email: Info@dreamresorts.co.za

GOODBYE DIONNE

It is with great sadness that we said goodbye to Dionne Mountain on Monday, 24 September 2018. Her kidney transplant a couple of months ago was a success however she picked up too many infections which her body could no longer fight. Dionne's funeral was held at the St. Georges Cathedral on the 06 October 2018 attended by many staff members. Dionne was a valued member of our team since December 2013 and she was definitely an example to all of us. We would like to thank all our owners who reached out and assisted with raising funds for Dionne in her time of need. Dionne you will be missed.

Condolence Messages received from Owners:

"We were both shocked and saddened on learning that Dionne had passed away. It's terrible for this to happen to someone so young. We really thought she would get through this with a new kidney. Please give our condolences to her colleagues and friends at the Peninsula."

"So,so sorry to hear the terrible news. Dionne was always so pleasant to work with."

"My sincere condolences on the passing of Dionne to her family and your team."

"I was so sorry to read about Dionne's passing. She was always such a pleasure to work with.....and nothing was too much trouble for her. Sending regards to her family and to you all... I'm sure her loss is felt by all at the Peninsula."

"It is with huge sadness to read that this is the outcome of Dionne's battle with her kidney issue. Our condolences to her family, friends and colleagues at the Peninsula, I am sure you all gave her strength by supporting her."



THE PENINSULA PRIDES ITSELF ON STAFF DEVELOPMENT

The Peninsula has an internal Policy to promote within when a vacancy becomes available. As people are key assets of the business, Chris Godenir (Peninsula GM) believed he could change the hospitality industry as a whole by developing individuals who show potential, have got the drive and the commitment to empowering themselves. This, in turn, gives a boost to the company, community and the economy, given that these particular individuals come through oozing with confidence and uplifted to do their jobs in an efficient way - which all results in guest service excellence.

Since Chris started at the hotel 15 years ago, till now, there have been many individuals who have gone through this phase of development, both personally and professionally.

In July alone, a number of staff have been developed to Managerial roles, namely: Lwandile Makubalo, from an HR Administrator to Personnel Manager; Simphiwe Hlatshwayo, from Receptionist to Front Office front of house Duty Manager and; Ethel Sikani from Assistant Housekeeper to Front Office back of house Duty Manager. Ethel's Housekeeping position has been filled by Gloria Mbana who was previously a Room Attendant while; Abdul Davids, has moved from an Assistance Front Office Manager position to Compliance Manager and; Valda Karriem, who worked

in Reservations has moved to Banqueting where she's now in charge of Sales and Events reservations.

All the above are driven by the individual's willingness to excel, among other measures.

This approach is extremely beneficial for the long-term as it shows other team players that there's room for growth at the hotel and inspires them to gain the necessary experience through job rotation and by applying for our yearly available learnerships.

It's all about starting somewhere and making the most of the opportunity given and, in this way, the Peninsula is making a difference to those who make our guest experiences memorable.





CELEBRATE 2018 IN STYLE

JOIN US THIS HOLIDAY SEASON

END OF YEAR PACKAGE

Option 1 @ R500 pp

Venue Hire, DJ, 3 Course Buffet, Tea and Coffee, Welcome Cocktail

Option 2 @ R480 pp

Venue Hire, 3 Course Buffet, Tea and Coffee, Welcome Cocktail

Option 3 @ R440 pp

Venue Hire, 3 Course Buffet, Tea and Coffee

For groups of 40 people and more.

CHRISTMAS DAY BUFFET LUNCH R495 pp

Treat your family to a delicious array of mouthwatering dishes including traditional Christmas roasts followed by a selection of tasty desserts and coffee.

*Price includes live music, hats and crackers!
Half price for children under 12.*

NEW YEARS @ THE PENINSULA ALL-SUITE HOTEL R545 pp

Starters: Pan-seared scallops with candied bacon, pea puree and burnt butter

Intermediate: Steak tar tar with smoked beef tenderloin and a Tabasco dressing

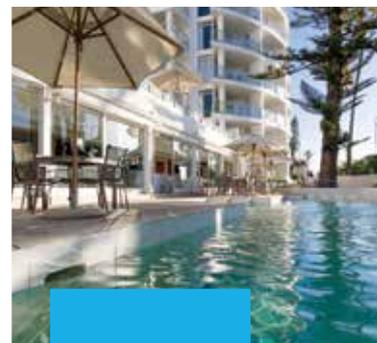
Sorbet: Pinotage, berry and black pepper

Main course: Moroccan crusted lamb saddle with charred baby leeks and a taktouka relish

OR

Pan-seared marlin with a spinach tagliatelle, caponata vegetables and a roasted red pepper pesto

Desserts: Trio of citrus desserts with a sparkling wine sorbet, Tea/coffee with assorted truffles and Turkish delights



BOOK YOUR TABLE TODAY!

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