



# NEWSLETTER

DECEMBER 2019

## GOODBYE 2019 & WELCOME 2020

The past year in South Africa can only be described as a roller coaster ride of ups and downs on both the political and economic fronts, both having a big impact on foreign and local guests to The Peninsula. After an extensive refurbishment project on the pool, the lobby and gym, I am pleased to say that The Peninsula has come through the year with its head held high.

The extensive capital budget has seen us carry out a soft refurbishment on 28 suites, full bathroom makeovers on 5 suites, with the remaining scheduled to be completed over the next 5 years. Completion of the kitchen shop fittings took place in 10 suites this year, with 5 suites remaining in the pipeline. Security has been a priority at The Peninsula this year. We have relocated our security

office into the car park which affords much better all round visibility and we have strategically placed new cameras around the hotel, particularly monitoring access to the Strolla restaurant. A new receiving office has replaced the old security office, creating greater control of incoming goods.

The Peninsula's greatest strength is its people; their warmth and desire to give great hospitality shines through in every comment card received. We continue to work hard to maintain this exceptional attitude through progressive Human Resource initiatives, not only in Corporate Social Investment, but also by working on emotional intelligence and generational blending. We need to be mindful that we embrace the fourth Industrial



Revolution by limiting the mundane and time consuming tasks of administration with effective technologies, thereby allowing us to use time saved to increase the opportunity of human connection.

Next year The Peninsula turns 30 years old and I look forward to continuing in my role as General Manager. I wish you all a very prosperous and happy 2020.

**Chris Godenir**  
General Manager

## PENINSULA STARTS TOURING

We are very excited to advise that we will be starting to run our own tours for in-house guests from February 2020, in our newly purchased Quantum. Aboebaker Siljeur, one of our in-house drivers, has recently completed his tour guiding course and will be the tour guide/driver on the bus.

These tours will be done at a discounted rate compared to other tour companies. We are hoping to do two tours per week on specific days i.e. Peninsula Tour on Tuesdays and Wine Route on Thursdays. We will keep you updated on this exciting venture.



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# TEAM TRIBE DIVERSITY COME TOGETHER TO ACHIEVE THE SAME GOAL

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The Human Resources Department is regarded as a 360-degree point of contact at the hotel who liaise with all departments to maximise efficiency. Team Tribe Diversity represent the three diverse individuals each coming from different cultural backgrounds, working together to unify and achieve the same goals to create a sound and functional Human Resources department.

Our three Tribe Diversity team members are Lwandile Makubalo (Personnel Manager), Raghmat Jattiem (Payroll Manager) and Robin Adonis (Human Resources Administrator). Each team

member has their own individual responsibilities, but we also work together to support one another in achieving goals as a team. This support ensures that Team Tribe Diversity always succeeds, with team members assuming accountability for the part they play within the team.

The Human Resources Department has many functions and deals with a number of issues from finances (i.e. assisting staff with advances) and legal matters, to all staffing requirements of the hotel. These functions are facilitated and supported by our Industrial Relations Advisors,

the General Manager and our holding company, Dream Hotels & Resorts. With this support and the combined experience of our team, we are very positive about the success and growth of our mandate at this development stage.

I am reminded of the famous line 'divided we fall, united we conquer'. Our team seeks to overcome any obstacles to strengthen and build unification at the hotel. With all our great team members, we can work to achieve our common goal of unity and success.

**THINK WATER**  
**CARE A LITTLE. SAVE A LOT.**



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## THE PENINSULA ALL-SUITE HOTEL WATER WISE CAMPAIGN

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With South Africa being a water stressed country and with our water resources being under enormous pressure due to climate change, global warming, urbanisation and a growing population, we at The Peninsula All-Suite Hotel, have embarked on a campaign to forge partnerships with staff, timeshare owners and guests to form a culture of being water wise. With Day Zero being avoided

and water restrictions being eased in Cape Town, level 3 water restrictions are still in place and the City of Cape Town has limited water usage to 105 litres per person per day. The spa bath pump in each suite has been disconnected and a cost of R200 is charged to make use of this facility. We encourage all users to assist us in achieving the required limit by taking a shower instead of a bath.

We suggest a shallow bath below the spa bath jets and to avoid leaving the tap running while brushing your teeth. Please assist us in achieving this target by only using 105 litres of municipal drinking water per person per day, irrespective of whether you are at home, work or elsewhere. This applies to all guests as well.

## FITNESS

As from 22 November 2019, we are proud to announce that all staff at the hotel are being encouraged to participate in a Health and Fitness Wellness Programme under the guidance of Moira Mahon, our in-house sports therapist. The programme is aimed at reducing staff stress levels and encouraging them to address their fitness and wellness. Each staff member will undergo a fitness test and a personal goal setting. The first ten staff members on the programme started

with a 3km walk along the beachfront. The programme will also include fitness sessions in our newly renovated gym along with a new and exciting concept of aqua yoga classes in the heated swimming pool and a daily walking club. The staff will be given weekly exercise programmes and will also have the opportunity to represent the hotel in various charity fun run/walks throughout the coming year. Please follow our programme on social media.



## CHRISTMAS CAKE RECIPE

### INGREDIENTS

550g currants  
225g raisins  
110g mixed orange rind (finely chopped)  
200g chopped maraschino cherries  
320g cake flour  
Pinch of salt  
5g mixed spice  
5g ground ginger  
5g fine nutmeg  
250g salted butter  
300g brown sugar  
1/2 lemon (zested)  
5 eggs beaten  
5 tablespoons of brandy

### METHOD

Heat the oven to 150°C. Line a round 25cm cake tin with Spray & Cook and wax paper.

In a bowl, mix the currants, raisins, orange rind and cherries with the flour, salt and spices. In another bowl, cream the butter and sugar until light and fluffy. Stir in the lemon zest, add the beaten egg to the butter mixture a little bit at a time. Then carefully fold in half the flour and fruit into the egg and butter mixture. Once mixed, repeat with the remaining flour and fruit. Finally, add the brandy.

Spoon the mixture into the prepared cake tin. Bake for 4.5 hours and avoid opening the oven while the cake is baking. After 4.5 hours check that the cake is cooked. The cake should be nicely risen and should be a deep brown in

colour. Insert a skewer or fine knife into the centre of the cake. If there is sticky dough on the skewer when you pull it out, it needs to be baked for a little longer. If the skewer comes out clean, the cake is done. Leave the cake to cool in the tin on a wire rack for an hour and then remove from the tin and leave to cool completely.

Once cooled, prick the surface of the cake with a fine metal skewer and slowly pour over 2–3 tablespoons of brandy. This step should be repeated every two weeks up until Christmas. The cake should be stored and wrapped in greaseproof parchment paper in an airtight tin until it is ready to be served. Enjoy!

## STROLLA TANQUERAY GIN AND SUSHI BAR

As of October 2019, Strolla is proud to have launched their own Tanqueray Gin & Sushi Bar at The Peninsula All-Suite Hotel. The concept is that the café operates as a café until 11:30 and then converts into a gin & sushi bar. Guests can make their own gin cocktails and choose their own fresh botanicals

to accompany this exquisite gin. What more can one ask for on a warm summer's day? We completed the look and feel of the bar with a wonderful artificial grass wall feature along with new benches where guests can take pictures and post them on to Facebook or Instagram. Delight in gorgeous combinations

of elderflower, thyme and orange to name just a few, each blended with your choice of gin. And let's not forget about the fresh maki rolls, california rolls and sashimi to accompany your cocktails.

Let's kick off the summer season with some fabulous gin and sushi!

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## FOOD TRUCK

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### REACHING NEW CUSTOMERS

Another marketing tool that will supplement the Sunset Restaurant, as well as Strolla Restaurant, is the Peninsula's current investment in a fully-fitted food truck. What is the main appeal for this restaurant to food truck revolution? Marketing and audience reach.

When Sunset Restaurant first opened its doors, it was primarily for use by our in-house guests, but then the innovative idea of Strolla Restaurant came along, which attracted more external patrons. We are now trying to reach patrons from other areas, who aren't willing to make the 45 minute drive for dinner. What about lunchtime traffic and reaching people with a limited amount of time for their lunch hour? Our idea is to reach these people through our food. Parking

a food truck in different locations across town widens our audience and broadens our restaurant's appeal. We hope to introduce more people to our restaurant through our food truck and hopefully develop a loyal following. While these customers may tend to eat at our food truck more often, we hope to inspire them to visit our restaurant and try out our larger in-house menu.

### CROSS-PROMOTE

Having both a brick and mortar restaurant and a food trailer expands our restaurant brand. It will allow us to diversify and increase our number of customers. The trailer will be branded with the both the restaurant's logo as well as the Peninsula logo. This should help drive traffic to the Sunset Restaurant, the food trailer as well as the hotel. Brand recognition is a key to bringing customers to both venues.

### HIT THE EVENT CIRCUIT

Events contribute a great deal to one's brand, hence the trailer would be the ideal tool for just that. Our golf day being one of the events that will see the concept of our food trailer in full swing, as well as promote Sunset Restaurant. Our trailers specialty items will inspire diners to head over to our restaurant for the full menu.

### OFFSET THE SLOW SEASON

While our revenue from the food trailer might not be substantial, it may act as a means of offsetting the slow season for our restaurant and allow us to keep our staff. We will be able to leverage the same staff and suppliers during our slower times.

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## EXPLORE OWNERSHIP OPTIONS AT THE PENINSULA ALL-SUITE HOTEL

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