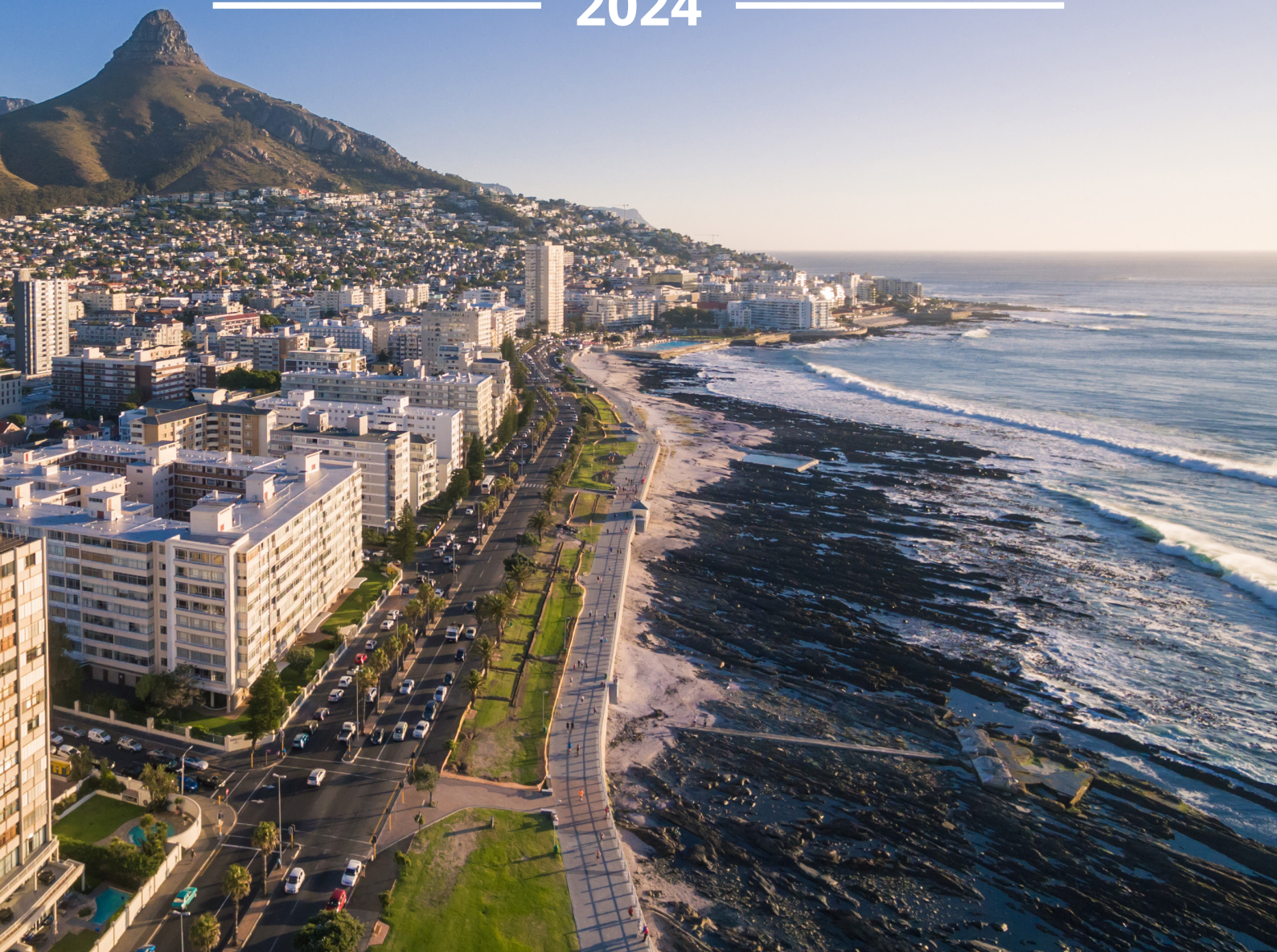




PENINSULA
ALL-SUITE HOTEL
BY DREAM RESORTS

NEWSLETTER

2024



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LEADERSHIP & OUR MISSION TO BECOME THE BEST



OUR MISSION TO BECOME THE BEST

How does one become the best? I often ask myself how can this be achieved. In doing so, I refer to an exceptional book I read last year entitled *Unreasonable Hospitality*. Written by American restaurateur, Will Guidara, it highlights how he and his team took his restaurant from number 50 in the world to number one. It's a page-turner and a must-read for any individual wanting to take their business to another level whether you work in hospitality or not. Ultimately, everyone is unique and is on their own personal journey to success. Becoming 'the best' may seem challenging and almost unattainable. However, I know we are all capable of striving for it. I wish to inspire every tribe member to be the very best they can possibly be. From my own experience, and as a reminder, this often happens through great leadership and not necessarily great management.

THE PENINSULA LEADERSHIP

Our greatest strength is our people – those friendly faces who welcome you back year after year and who feel genuinely engrained into The Peninsula's DNA. But what is the secret ingredient that keeps this alive? For us, it relates to one of our core values (or 'drumbeats' as we like to say), which centres on the ability to adapt and evolve.

To evolve is to grow. However, when challenges amount and budgets are tight how do we achieve this? The answer is to be creative and explore the ways in which we lead. This aligns with our decision to implement a new leadership model at The Peninsula. In previous articles, we have touched on RACI an acronym that stands for responsible, accountable, consulted, and informed. It removes the traditional hierarchy, further empowering each individual to complete their roles and responsibilities with clearly defined results.

To further ensure effective leadership at The Peninsula, we have reassigned certain areas of accountability and responsibility. Brent Johansen has taken on the role of Property Lead (Hotel Manager) while I stand as the Property Director (Managing Director). Brent will take accountability for the day-to-day operations, while I oversee leadership, finance, strategic projects, sustainability, and external and internal relationships. Each Tribal Lead (Department Head) will fall under the 'A' component in the RACI system (accountability) for their tribes' key results. In addition, they were also empowered to run their own business units within the 'C' (consulted) to liaise directly with Brent. Additionally this integrates with the tribes' OKR's (Objectives and Key Results) which the 'A' is responsible for formulating, the Key Results are measured quarterly in performance reviews.



The 'A' must profile the list of activities that constitute the framework with their specific scope of work, to assist them in this regard, it is essential that they collaborate with members of their team as well as their direct reporting entity.

To assist us in understanding what motivates each Tribal Lead and their suitability for the role, we have adopted a tool called 'Personal Driving Dynamics (PDD)'. This provides a clear blueprint of what each individual needs to be doing more of to thrive and be stress-free in their allocated tasks. Another advantage is that it provides leaders with the knowledge of what makes their colleagues tick and what requires focus to align the individuals PDD with requirements of the company.

This is a small glimpse of what goes on behind the scenes and how we manage to keep our tribes evolving and inching closer to our ultimate goal of becoming the best. Thank you for your continued support and for giving us the platform to revolutionise the way in which we take on this ever-changing world. You are all very much part of The Peninsula's odyssey.

Looking ahead, our new word for 2024 is 'unity', which sums up the overarching sentiment amongst our people at The Peninsula. To borrow a slogan from another successful team in 2023, The Springboks, we really are 'stronger together.'

MORE ABOUT RACI

In 2021, The Peninsula, as part of the Dream Hotels & Resorts Group (DHR), decided to take our business to the next level by implementing a new leadership module called 'RACI'.

This RACI business model helps teams clarify project roles while streamlining processes and increasing efficiency across the Group. It is an acronym for Responsible, Accountable, Consulted, and Informed.

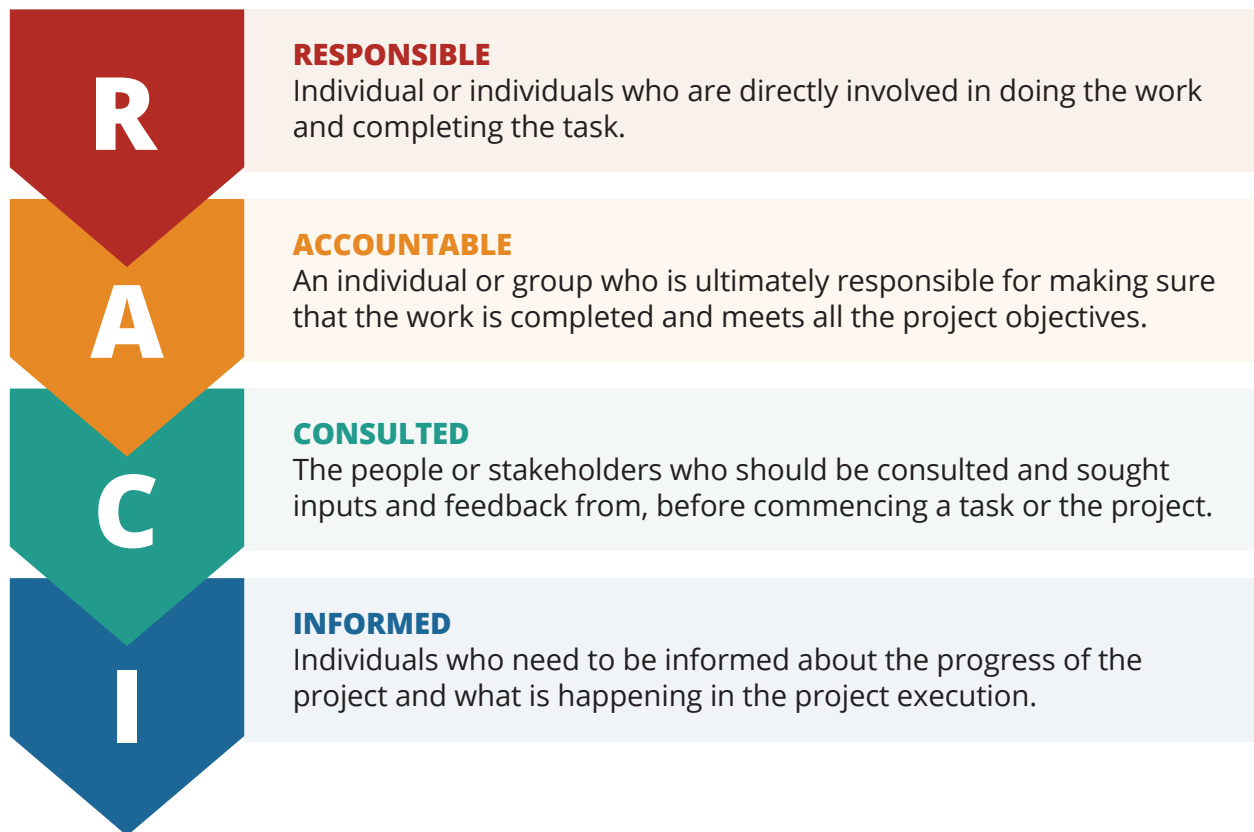
Initially, the notion of implementing RACI seemed daunting to all. Being comfortable and familiar with our old methods, we were all understandably resistant to change. However, the Tribal Leadership and DHR were determined to see this through, with an understanding that the benefits would outweigh the challenges. We spent months trying to absorb and plan the implementation of the RACI module. It took some time for everyone to fully grasp the concept, but once they did, there was a better understanding of what is expected in each leadership role at the Peninsula.

Towards the end of 2023, Tribal Leads received a series of in-depth training workshops to improve our understanding of RACI and how it can be implemented effectively. Other areas explored included objectives around improving customer satisfaction, increasing revenue, legal compliance and reducing costs.

Meeting our monthly objectives is imperative to the long-term success and reputation of The Peninsula. To address the issue of not meeting objectives, Tribal Leadership devised a solution by introducing a 'consequence team' we call 'Sputnik'. This team is spearheaded by our Compliance Lead, who is tasked with navigating the process of ensuring Tribal Leaderships meet monthly objectives.

While there may be negative consequences for not meeting targets, it is crucial for us to highlight the positive aspects, which encourage all team members to strive towards their goals. Our ability to hit targets not only benefits the company but allows individuals to achieve personal growth. It leads to career advancements and incentives while nurturing determination, dedication, and a strong work ethic. Achieving set objectives further provides a sense of accomplishment and satisfaction, boosting morale and motivation.

WHAT IS A RACI MATRIX?



ADDING AN ARTISTIC FLAIR TO THE PENINSULA



We pride ourselves on pushing boundaries here at The Peninsula. And when it comes to refurbishments and upgrades, there's no exception.

Each year, 20% of our units undergo a soft refurbishment process that incorporates a different scheme. In 2023, Claire Gardner, our new interior designer from Symmetry Interior Architectural Design, brought us the Darwin Scheme, which pays homage to our location on the Platinum Mile in Cape Town. It is rich in architecture, culture, and nature, and expresses the perfect juxtaposition between modernity and natural ecology.

This year, to compliment the Fynbos Scheme, we have enlisted the creative assistance of renowned South African Artist, Angela Maritz. We have commissioned Angela to create original paintings based on South Africa's diverse and indigenous fynbos flora, which incorporates rich earthy colours and textures. Think hues of pinks, purples, oranges, yellows, browns, and greens. As The Peninsula is surrounded by local fynbos, the exterior will quite literally bring the outside in.

Growing up in South Africa, Angela draws her inspiration from our country's contrasting landscapes, wildlife, and rainbow of cultures. It represents life and growth, encapsulating our resilience and ability to adapt and evolve. We look forward to collaborating with Angela this year.

HAVE YOU JOINED DREAM XPLORES?

The Dream Xplorers programme has grown exponentially in the last year, having signed up 337 children on our digital platform. If you're unfamiliar with it, Dream Xplorers includes a wide range of games, crafts, prizes and art projects geared to expanding the imagination of our little guests. The registration process is quick and easy. Here's an example of what it entails:

XPLORES REGISTRATION

Name*	Surname*	Contact Number	Email Address	Date of Birth*
Type here...	Type here...	Type here...	Type here...	yyyy/mm/dd <input type="checkbox"/>

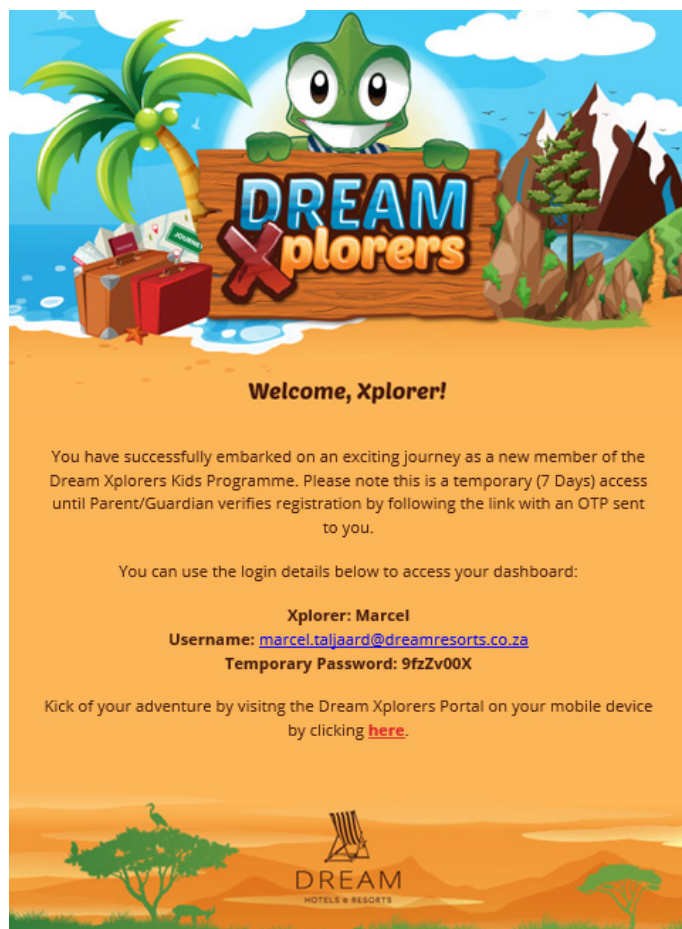
Allergies*	Dietary Requirements:	ID/Passport Number	Address
Please separate each wit	Vegetarian Vegan Peanut Allergies Lactose Intolerance Diabetic Gluten Intolerance Kosher Halaal	Type here...	

Medical Conditions*	Holiday Preferences
Please separate each wit	Type here...

ADD MORE XPLORES

Once the information provided has been captured your registration is complete. You will then receive a welcome message via email with your username, password and link to access the Dream Xplorers platform. Simply follow the prompts and you and your little ones will become official members of Dream Xplorers.

Once logged in you can navigate your profile, view DHR properties you've visited, activities you still need to complete, badges earned, and prizes and vouchers won.



We look forward to welcoming you and your family on your next vacation and registering you as Dream Xplorers!

FOOD & BEVERAGE LEADERSHIP CHANGES



KELLY WITZ

STROLLA RESTAURANT GENERAL MANAGER

Kelly Witz, our former Events Manager, has officially been promoted to General Manager of Strolla Restaurant. Kelly developed an early interest in the hospitality industry, drawn by the elements of comradery, passion, leadership, and the strong sense of competitiveness it brought out of her. After completing Matric, she enrolled as a full-time student at the International Hotel School and was placed at The Peninsula to complete the practical components of her three-year course. In 2012, she moved into the position of Conference Coordinator and was later promoted to Senior Assistant Food & Beverage Manager. In May 2018, Kelly embarked on a new venture as Events Manager at the Rondebosch Golf Club, where she gained invaluable experience. However, in December of 2021, she rejoined her Peninsula family and has continued to thrive ever since.

Kelly strives to be the very best version of herself for her children. As a single mother of Hailey (4) and Ryan (3), she admits that it has not always been easy, but so worth it. "When you are living the best version of yourself, you inspire others to live the best version of themselves," she says. Kelly is a firm believer that to be successful in the hospitality industry, passion is everything. As General Manager of Strolla, she has now positioned herself within her career to explore the things she values: creating exceptional dining experiences and being of service to others.

CHANTELL BLOMERUS

CONFERENCE & EVENTS SALES MANAGER

We are proud to announce Chantell Blomerus as our newly appointed Conference & Events Sales Manager. Chantell's career has come full circle, having completed a three-year learnership at the Peninsula in 2013. After gaining experience in the corporate world, she admits that she has finally returned home and found her niche. Chantell strongly believes that every individual should start their professional career in the hospitality industry. "It really is a great starting point for any individual to learn how to communicate, multi-task and pay attention to detail while remaining professional," she adds. Chantell is always willing to go above and beyond expectations. Although she is pedantic about processes and strives for excellence in all areas, she embraces her nurturing and charismatic nature. Chantell is committed to serving others with compassion and respect, highlighting how she aims to instil a similar work ethic amongst her team members this year. Kelly and Chantell will work closely together, bringing a sense of collaboration and cohesion across our Food & Beverage division. We are thrilled to see the collective team come together and wish them the utmost success.



THANDEKA NXENYE

STROLLA RESTAURANT ASSISTANT MANAGER

Thandeka Nxenyane recently joined Kelly's leadership team at Strolla Restaurant after being promoted to Assistant Manager.

Born and raised in the Eastern Cape, Thandeka moved to Cape Town after completing primary school. Sadly, she lost her mother in 2009, but despite this setback, she beat the odds and completed her Matric that same year.

She enrolled at Northlink College in 2010 to pursue a career in Financial Management. However, in 2011, she had to drop out in order to help care for her younger siblings. Thandeka joined the Strolla Team in 2017 and was quickly promoted to Head Waitress.

"I love working as a team and am so passionate about meeting the demands of my job," she says. "I don't want to stagnate in one position as I'm always ready to tackle new challenges. I look forward to my continued growth with my Strolla family and having the opportunity to showcase the continued value I have to offer."



CAROLINE NGOZI

STROLLA RESTAURANT ASSISTANT MANAGER

Caroline Ngozi has also joined Kelly's leadership team at Strolla Restaurant, having been promoted to Assistant Restaurant Manager. Caroline completed primary school in the Eastern Cape where she was born. She relocated to Cape Town in 1999, nine years after losing her mom and matriculated in 2005, which she considers a significant achievement.

In 2007, Caroline joined the Sunset Restaurant team as a waitron and later completed a two-year City and Guilds Food and Beverage Academy Learner Course. Following the passing of her late father, Caroline enrolled in a second City and Guild Front of House Academy Learner Course in 2018. On July 25th, she gave birth to her daughter Micha, whom she considers her greatest joy. Due to the closing of Sunset Restaurant after the pandemic, Caroline joined the Strolla Team in 2020 and has been an asset and inspiration ever since.

Caroline is a firm believer in practising daily gratitude. "Even when things get tough, always remember that each day provides its own unique gifts," she says.





DILSHAAD SCHEEPERS

THE PENINSULA'S EMPLOYEE OF THE YEAR

We are thrilled to announce Dilshaad Scheepers as our Employee of the Year. Dilshaad was born in the Cape Flats and was raised by her mother within a community of neighbours she describes as feeling very much like family. In the same year she Matriculated, Dilshaad became pregnant with her eldest daughter, a moment she describes as a realisation that she would need to work even harder if I wanted to give her child a better life.

Although she wanted to pursue a career in administration, she accepted an opportunity through Jobstart in the culinary leadership field. "At the time I didn't know what to expect, but I knew it was a chance for me to get ahead," she explains.

In December 2012, Jobstart sent her to The Peninsula to complete her 18-month in-house practical. A moment she says where her whole life changed. "When I got to The Peninsula Hotel, I didn't know anything about hospitality etiquette, kitchen rules and how to relate to hotel guests and my new colleagues. Everything was intimidating, but knowing myself, I trusted my ability to adapt and become a master of my craft."

In 2013, she welcomed another baby girl, which motivated her to study further. "The Peninsula offered to fund my studies by sending me to the International Hotel School to complete my International City and Guilds Diploma," she adds. In 2018, Dilshaad married her soulmate after being a single parent for so long: "God blessed us with a son in 2021 but in that same year I lost a great part of my life, my mother. It felt like my whole world was falling apart. But with the support and love from my kitchen family, things slowly became easier and more manageable."

Dilshaad expresses heartfelt gratitude to The Peninsula Head Chef, Hajiera, for always motivating and inspiring her to become the best version of herself. "Coming to work is always fun, and being part of this amazing family led by our Custodian, Chris Godenir, makes everything worthwhile!" she adds.

ENJOY THE JOURNEY UP AND DOWN!

Over the past several years, our guests have been subtly (and not subtly!) hinting at a much-needed upgrade to our service lifts. Finally, in June 2023, we got to work, enlisting help from the elevator experts at Nu-Line. It was no easy task, but we were incredibly proud to unveil our brand new elevator system last November.

This latest upgrade at The Peninsula has proven a major highlight for return guests. Our chic new lifts not only enhance the guest experience but complete the overall aesthetic of our recently upgraded reception area and 10th floor passage. We are looking forward to inviting new and returning guests to hop in for a ride!



STROLLA'S POOLSIDE SETTING

Since opening the newly-renovated Strolla poolside area, an extension to the existing restaurant, guests have revelled within this exciting new summer dining experience.

The recent refurbishments provide additional space in a fabulous alfresco setting. As an added benefit, it also includes a brand new sushi and oyster bar, with glass doors opening onto our pool area. Strolla Poolside offers the perfect spot to enjoy our extensive sushi menu and fresh oysters paired with a glass of fizz. At the Peninsula, location is everything, and we are so proud to present visitors and locals with a contemporary food and beverage offering.

Also worth mentioning is the Heineken Deck, which remains a firm favourite for a refreshing sundowner while soaking up the views over the Atlantic.

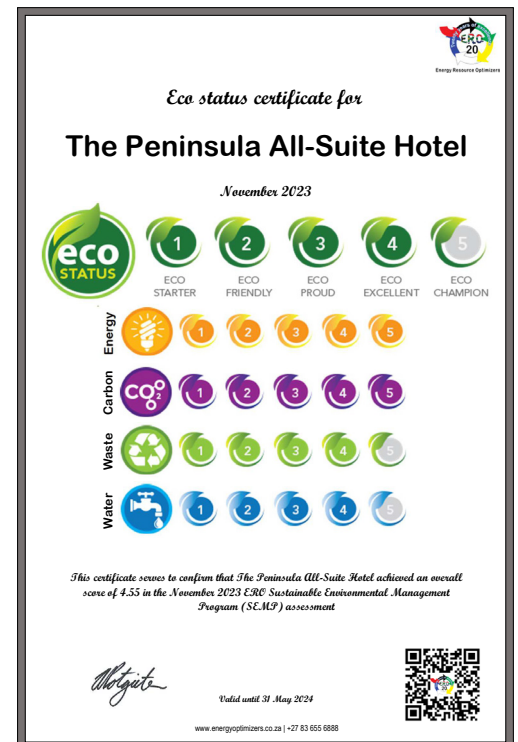


SUSTAINABILITY MEASURES AT THE PENINSULA

Here at The Peninsula, Geoffrey Williams currently stands as our Green Team champion alongside Marvin Le Roux and Robin Louise Adonis. Together, they work closely with our Tribe to implement to conserve water, energy and waste. Several measures we have adopted include the installation of electricity-saving devices in every suite, activated by key cards. We also regularly collaborate with Don't Waste, a recycling company assisting us with waste management. In January, we recycled 69.91% of general waste, a target we're always seeking to improve on.

With regards to water conservation, we use groundwater in our toilet flushing system. We also utilise three well points in the garden where we pump water through a tank located on the rooftop for additional flushing purposes.

Energy Resource Optimizers (ERO) currently monitor our energy, water and waste consumption. Our Eco Status for The Peninsula for 2023 is 4.50 out of 5 with 90%, which is considered excellent. Our goal for 2024 is to reach 100%.



JOIN OUR COMMUNITY ON SOCIAL MEDIA

At The Peninsula, we are always looking for ways to stay connected and engaged with our guests. This year, we decided to focus on improving our social media platforms to help build a strong brand footprint while nurturing relationships with new and returning guests. The guest experience is important to us, and we want this process to carry over into our social media by showcasing joyful and inspiring travel content. Facebook, Twitter (X), Instagram and our new TikTok account allow us to share exciting announcements and holiday memories as they are happening. Here's where you can find us online:



The Peninsula All-Suite Hotel



@penhotel



peninsulaallsuitehotelcpt



@peninsulaallsuitehotel

THE PENINSULA AGM 2024

The 2024 AGM will take place on 7 June 2024. Timeshare owners will be able to attend in person or via webinar. The AGM webinar invitation, agendas and proxies will be distributed via email from accounts@peninsula.co.za during the first week of May.

ANNUAL REPORT 2023

The 2023 Annual Report will be available on our website www.peninsula.co.za from 1 May 2024.

POPI AT THE PENINSULA

Timeshare owners have provided us with email addresses for levy statements, AGM notices, newsletters, and additional material pertaining to the resort. At The Peninsula, we are committed to protecting your privacy and ensuring that your personal information is used in accordance with the Protection of Personal Information Act (POPIA). Please remember to inform us if your email address has changed.

PINK ROSÉ MARINATED SUMMER CEVICHE

Ingredients

150g deboned Kingklip fillet
5ml lime juice
50ml rosé
10g diced red onion
20g diced red & green pepper
10ml syrup with ginger
2g coriander
2g ginger
10ml. water
10g sugar

Method

Step 1: Boil the water and sugar in a saucepan. Turn off the heat, then add the sliced ginger. Cover, and let it rest for at least 20 minutes.

Step 2: Strain the ginger slices out of the syrup. Squeeze in fresh lime and add the rosé into the syrup. Taste to see if the acidity level is balanced. If not, add more lime. Add diced red onion, and red and green pepper.



EVENT CALENDAR 2024

Thursday	25 January 2024	Wine and Dine
Wednesday	14 February 2024	Valentine's Day Oysters & Bubbles
Thursday	29 February 2024	Wine and Dine
Thursday	14 March 2024	Italian Evening
Thursday	28 March 2024	Wine and Dine
Thursday	11 April 2024	Beer Merchant Event
Thursday	25 April 2024	Wine and Dine
Thursday	9 May 2024	The Battle of the Sauvignon Blanc
Thursday	30 May 2024	Wine and Dine
Thursday	13 June 2024	The Battle of the Cab Sav
Thursday	27 June 2024	Wine and Dine
Thursday	11 July 2024	Christmas in July
Thursday	25 July 2024	Wine and Dine
Thursday	15 August 2024	Sushi & Bubbles Masterclass
Thursday	29 August 2024	Wine and Dine
Thursday	12 September 2024	The Battle of the Gin
Thursday	26 September 2024	Wine and Dine
Thursday	10 October 2024	Caribbean Themed Evening
Thursday	31 October 2024	Wine & Dine
Thursday	14 November 2024	The Day of the Dead
Thursday	28 November 2024	Wine & Dine
Wednesday	25 December 2024	Christmas Day Lunch
Tuesday	31 December 2024	New Year's Eve Party

EXPLORE OUR OWNERSHIP OPTIONS

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