



# NEWSLETTER

JUNE 2020

COVID-19 SPECIAL EDITION



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# Our Promise to You is to Be Better Than We Have Ever Been Before



A message from the GM's desk

We hope you are keeping well and safe in these difficult and strange times. As we are all acutely aware, on the 22nd of March, the President declared a national disaster in South Africa and due to the restrictions imposed, The Peninsula All-Suite Hotel was compelled to close temporarily, in line with the lockdown regulations.

The South African government has since announced its phased and risk-based approach towards reopening of the economy. Unfortunately, recreational tourism entities, which includes our hotel, are currently only allowed to operate under level 1.

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*Recreational tourism entities are only allowed to operate under level 1*

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Dream Hotels & Resorts, who hold the hotel management contract, and The Peninsula Management are working together extensively with industry partners and

associations to lobby for the movement of timeshare resorts to reopen under either level 2 or 3, if possible. The nature of self-catering and our newly introduced COVID-19 Protocols reduces the risk substantially. Initial indications by the Minister of Tourism are that level 1 is anticipated for reopening in November or December. We desperately hope that it will not be that long!

We are deeply appreciative of owners who have continued to pay their levies during this lockdown period and we would like to extend our sincere gratitude to all those who have been confronted by sudden and unplanned changes in businesses and livelihoods. The resorts' annual budget relies on levy income to fund the majority of the operating costs in our 'non-profit' entity.

Management has compiled a lockdown budget, which will be run month-on-month until we can reopen and settle into relative normality. Over the initial 5-week period of lockdown The Peninsula ran with 9 staff members staying on the property keeping

systems operational, and the building safe and secure. All other staff went on paid annual leave with hours reduced to a 4-day week and a 20% salary reduction.

On the 1st of May, lockdown restrictions were eased to Level 4 allowing us to reopen for essential services and a food delivery service. Staff returned to work, splitting the work force into 3 teams working a 3-day week with a reduction in salary of 33%.

Returning staff are to be used for essential services or in completing our winter maintenance program, saving us having to employ external artisans as would usually be the case. We have postponed this year's soft refurbishment and the shop fitting on the last few kitchens until 2021 thus saving on capital expenditure but will carry out the planned major maintenance such as bathrooms and balcony tiles.

With the relocation of workforce and shorter working hours, budgeted payroll expenses will be reduced by 75% in the months of May, June and July. If our timeshare owners cannot occupy by August, the plan is to utilise our workforce as an external cleaning service for COVID-19 decontamination, cleaning and maintenance in surrounding areas, and offset their salary cost with other income streams. In this way we can keep "The Peninsula Tribe" intact and gainfully employed ready for your return.

All required Government "return to work" protocols for COVID-19 have been complied with. These conditions will remain in place, at least until the property is allowed to fully reopen for business.

Management has submitted business interruption insurance claims under the 'infectious and contagious disease' section

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*All required "Return to work" COVID-19 protocols have been complied with*

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of our policy (up to a maximum of R1 000 000) for loss of income during this period. There is much debate as to whether a valid



claim is payable and whilst we believe it is clear-cut; the underwriters are disputing wording semantics to try and repudiate the claim. This is being fought and legal advice has been sought to take the process forward.

The board is cognisant that, with the resort closed, the levy is a burden to owners. We have been looking into ways to minimize the impact of the loss of the use of your

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*We have been looking into ways to minimise impact of loss to owners*

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week this year and have implemented the following options to assist owners in good standing who continue to settle their levies:

### Options for timeshare owners over the period of lockdown:

1. Flexi Out: Flexi in at The Peninsula with a week's stay at no additional cost. This is subject to availability over the next 3 years valid until 31 December 2023. There is no guarantee that the replacement week would be in the unit you own but would be of the same type.
2. Bank the use of your week with the Dream Exchange Program and convert to DVC usage points for 2020. In addition, the usual exchange fee has been reduced to 50%, being R399 per exchange, thereby allowing you the opportunity to book a week in the exchange portfolio. This would give you access to all the resorts in the Dream Exchange Program, affording you greater choice and flexibility in holiday destinations. The points can be redeemed within a 3-year window expiring on the 31st of December 2023.
3. Release the 2020 use of your week with no replacement and you only have to pay 50% of your 2020 levy.
4. In the event that you have already banked your week with RCI, or select options 1 or 2, your full levy will apply. Our reservations team will be in contact to advise of the booking process.

# The Peninsula Gives Back

The Peninsula's ethos and energy has been developed by supporting humanity and fostering community spirit. In this vein on Friday 8th, 15th and 22nd May our tribe collectively sourced sponsors so that we could help deliver 190 meals to the homeless living under the Culemborg bridge in the city centre. Our 'Culemborg Mission', as we call it, will be a project that we now hope to continue permanently on a weekly basis.

In addition, many of our staff members have become the sole breadwinner of their families and we are currently working to support these vulnerable employees with food parcels. After having received many requests from our family of dedicated timeshare owners to help, we have decided to set up a donation fund.

If you would like to contribute, please make your pledge, and deposit your donation into The Peninsula Share Block account. We will then allocate funds accordingly and ensure good accounting practices apply. We will also request that our auditors conduct a full report of all contributions and expenditures of the fund during their 2020 financial year-end audit.

Standard Bank

Account number: 071082476

Branch code: 024109

Swift Code: SBZAJJ

Ref: (Your Name) CSI projects



# Safety Standards and COVID-19 Protocols



## What We Are Doing Now to Keep Our Guests and Staff Safe

We recognise that the COVID-19 virus has required all of us at The Peninsula All-Suite Hotel to be more mindful as we go about our day-to-day operations.

During your future stay, we will do our utmost to make you feel relaxed and well-taken care of, but please be aware that you will encounter a few procedures that will feel quite different to our typical hospitality standards.

As we slowly find our feet again with lockdown gradually scaling back, it remains our responsibility to ensure the safety of our staff and guests and we will continue our deliberate and cautious efforts to contain potential spread of the virus.

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*Our team will abide by the latest guidance from the CDC and WHO*

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Our team will be making sure that we meet the latest guidance from the CDC and WHO on hygiene and cleaning and that we are still abiding by the principles of social distancing.

To get an idea of the procedures we are implementing at The Peninsula All-Suite Hotel, here is a general guideline:



### Good Hygiene and Clean Hands

Our staff have been trained on best hygiene practices and hand sanitiser will be available throughout the hotel. Additional personal protective equipment will be made available for staff and guests, along with dedicated sanitation stations.





## Guest Health and Temperature Screening

A guest screening station will be set up at main entrance of the hotel and every guest, before being allowed to check-in must complete a 'guest screening' document and have their temperature taken with a non-touch thermometer or IR scanner. All guests are to sanitize their hands before interacting with hotel staff. The hotel reserves the right to refuse access to any guest who displays any COVID-19 symptoms including having a temperature exceeding 37.5 degrees Celsius.

## Face Masks

Guests are always required to wear face masks while in public areas and when interacting with staff. Should any guest not have a mask on arrival to the hotel, one would be provided at a cost yet to be determined. No guest will be allowed to check in without a mask. Additional masks will be on sale at reception.



## Reception Check-in Process

At check-in, our receptionist will sanitize their hands and all items in front of the guest, before commencing with check in. Guests in return, must also sanitize their hands again, before interacting with reception staff. Special procedures and precautions will be implemented for cash

handling during this time. Credit Card and EFT payments are the the recommended method of payment. All credit cards and credit card machines must be sanitized before and after use with an alcohol-based sanitizer with an alcohol content of at least 70%. Electronic key cards will be sent to your smartphone which will be used to

*Electronic key cards will be sent to your smartphone*

unlock your room door. Physical cards will still be available on request but are not encouraged.

## Luggage Handling

Although not part of our usual norms, guests will have the option to handle their own luggage. Luggage can also be placed on a porter trolley by guests and offloaded by them in the room to minimise touchpoints.



## Meal and Dining Options

When public dining is allowed limited buffets will be served. Individually plated meals, a la carte menus, in-room and outdoor dining options will be available, weather permitting. Dining tables will be spaced accordingly.

## Social Distancing

We aim to operate a guest experience with space which means that we will be limiting the amount of staff and guests in all communal areas according to government regulations.

## Reduced Touch Points

Only select facilities will be operational. The pool, gym and play area will have restricted access. We will also be testing a mobile-based self-check-in service.



## Housekeeping and Hygiene

Limited service, non-service or additional daily service will be available at your request. Additional sanitisation of staff areas, the kitchen, hotel rooms and vehicles will be applied.



## Self-Isolation Rooms

Separate isolation rooms have been set up in the event of a suspected COVID-19 case, both pre and post-testing, should guests wish to remain on site.

## Emergency Medical Procedures and Partners

A clear procedure has been defined with our local medical emergency partners which provide 24-hour emergency assistance in the event of a suspected case

The actions we take now will be measured and are likely to be improved and adjusted as we continue a phased recovery of activity according to government and industry updates.

*\*For comprehensive information on the steps we are taking as a hotel, please visit the The Peninsula All-Suite website: [www.peninsula.co.za](http://www.peninsula.co.za) or email: [brent@peninsula.co.za](mailto:brent@peninsula.co.za)*

# Updates and Announcements

## What's happening at The Peninsula?



so electronically. Details will be supplied closer to the time.

In June 2020, The Peninsula Share Block annual report and financial statements for 2019 will be posted on our website ([www.peninsula.co.za](http://www.peninsula.co.za)) and a copy can be e-mailed to any owner on request to: [account@peninsula.co.za](mailto:account@peninsula.co.za)

Please note that all AGM notices will be sent via email.

### Our Culemborg Mission

During May, we rallied together to help feed over 200 people currently housed at a designated safe space under Culemborg bridge in the city centre. Our Culemborg Mission, as we call it, entails a mass production of hot and nutritious meals prepared under strict sanitary conditions in our kitchen which are then delivered to the site on a weekly basis.

Established in 2018 to address a shortage of beds in shelters in and around the CBD, the Culemborg bridge shelter offers respite and relief to the city's homeless. The facilities available include beds, ablution facilities and storage lockers, all free of charge, however, meals are not provided and NGOs in charge of the site are currently overwhelmed which is why we stepped in to help.

Those wishing to get more involved in helping the residents at Culemborg can contact Brynn Rorich, Guest Services Manager, at +27 (0)21 430 777 or [guestserv@peninsula.co.za](mailto:guestserv@peninsula.co.za)



### Improved Kids Programme: Dream Xplorers

When the time comes for us to welcome families through our doors once again, little ones can look forward to joining our updated Dream Xplorers programme.

Upon arrival, mini Xplorers can head over to a special check-in area where they will receive a Dream Xplorer Passport. This special booklet will be their gateway to all sorts of fun-filled activities set up throughout the hotel. The more activities they complete, the more badges they can earn, which means an even bigger bounty of treats and surprises!

For peace of mind, the team has been hard at work improving the programme to incorporate activities that adhere to social distancing and minimise touch points, but without compromising on fun.

### Mobile Access Solutions

Preventing the rapid spread of COVID-19 is our number one priority and we have now installed a keyless door lock system that allows guests to check into their rooms without having to go to reception.

This phone-based, keyless entry solution will allow for off-site check-in using a mobile app that can be downloaded onto your device. The system will reduce the amount of contact points with people and surfaces and will also allow busy travellers

to completely skip the queue at reception to save on time.

### Peninsula AGM 2020 and Annual Report 2019

Due to the national COVID-19 lockdown, the resort has been closed since 27 March 2020. The decision was made to hold the 2020 AGM on 3 September 2020, when, hopefully, the travel restrictions will have been lifted. Should the restrictions still apply then, shareholders wishing to participate in the AGM will have to do





Food parcels to the value of R500 given to staff.

## Charity Starts at Home

This initiative was recently established by The Peninsula team to support less fortunate staff members. It entails raising money to donate food parcels to casual employees who do not get a full monthly salary, as well as those whose who have become the sole breadwinners of their households.

To date, our Peninsula tribe has raised over R40 000 towards this initiative! R27 000 was raised by employees pledging donations from their own salaries and R18 250 from our timeshare owners, proving charity really does begin at home. With this money, we have prepared 28 food parcels for

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*To date we have raised over R40 000*

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hourly-paid staff members who no longer receive a monthly income. We will continue to provide food relief for these employees until they are able to return to work as well as support employees who have become sole breadwinners in their respective families. If you would like to join us and offer additional support for the cause, you are welcome to deposit your donation into the Peninsula Share Block account directly.

Standard Bank Acc: 071082476  
Branch:024109  
Swift Code: SBZAZAJJ  
Ref: CSI Name

For more information, please contact Brent Johansen, Rooms Division Manager, at +27 (021) 430 7777 or [brent@peninsula.co.za](mailto:brent@peninsula.co.za)

# What's on the menu?

## Cape Gooseberry Mini Malva Pudding



### Ingredients:

- 1 cup sugar
- 1 tablespoon unsalted butter
- 2 large eggs
- 1 tablespoon apricot jam
- 200g fresh gooseberries cut in quarters
- 1 teaspoon baking soda
- 1/2 cup milk
- 1 cup cake flour
- 1/2 teaspoon salt
- 1 teaspoon vinegar
- Sticky Malva Sauce:
  - 20g unsalted butter
  - 1/2 cup brown sugar
  - 1/4 cup hot water
  - 3/4 cup heavy cream
  - 2 teaspoons vanilla extract

### Method:

Preheat oven to 180 degrees. Grease a 6-cup muffin pan or a 7-inch round or square baking dish. Beat the butter and sugar together until creamy. Add the eggs and beat until light and fluffy. Add

in the jam and gooseberry quarters and mix through. Dissolve the baking soda in the milk. In a separate bowl, whisk together the flour and salt. Add the dry ingredients to the wet mix alternating with milk. Stir in the vinegar. Combine everything together.

Pour into the prepared muffin pan and bake until the cakes turn golden brown on the edges about 30-45 minutes (about 60 minutes if you're not using a muffin pan).

### Cream Sauce:

In a saucepan, add all the ingredients and heat over medium heat until butter is melted, and everything is well combined.

### Assemble:

Take the cakes out of the oven and poke holes with a toothpick all over them. Pour the sauce over the hot baked pudding cakes. Let the cakes stand for about 20-30 minutes for the sauce to completely soak in. Serve pudding with custard or vanilla ice-cream.

# Our 6-Step Roadmap to Recovery



## How we plan to navigate the post COVID-19 tide

The evolving COVID-19 situation is daunting and complex, but by no means does it spell the end of the travel industry. By developing a considered and well-managed response, hoteliers will have a significant bearing on how well they navigate the tide.

Here are six actions based on an outline by Hotel Minder, a hospitality consulting and services agency, that we've found particularly useful when navigating our own road to recovery:

### 1. Temporarily close unpopulated areas of your hotel

Many hotels that are accustomed to 95% occupancy at this time of year are now grappling with the reality of 0% occupancy. While this is an inevitable by-product of travel restrictions and the fear associated with the virus, it's integral for us to identify low-traffic areas of the hotel.

Be it entire floors or, in our case, public spaces that can no longer be utilised, local hotels can proactively close certain sections of their property to cut costs. This contingency plan

includes the closing of food and beverage outlets and the reduction of staff based on current infrastructure demand. The use of mobile ordering technology has helped us convert traditional dine-in outlets, to takeout and delivery outlets, to comply with social distancing ordinances.

Alternatively, under-utilised spaces in the hotel will be repurposed for other revenue purposes or converted into dedicated social isolation spaces to assist local government.

### 2. Review contracts and service agreements

Amidst this crisis, it's recommended we carefully review our service agreement spending plans to identify opportunities for deferral. We've had to ask ourselves: Can we proactively pause, reduce, and/or eliminate non-essential service agreements this year? Is there an opportunity to make the transition from costly and inefficient technologies to more cost-efficient technologies that provide a total cost of ownership? We've also realised that it's also time to get

back on the phone and contact our suppliers, to negotiate new contracts, deals, payment plans, extensions, etc. The road ahead is going to be long and difficult and we need everything to work in our favour.

### 3. Identify maintenance issues and shifting maintenance weeks forward

The lockdown has given us more time to focus on maintenance issues that perhaps would not have been given the attention needed if we were up and running as normal. It's still not an easy task scheduling maintenance weeks when we are trying to fill the hotel and maximise revenue, but we can at least say that this pandemic has a few silver linings when it comes to keeping The Peninsula in tip-top shape...

### 4. Guests and staff health and safety

In these unusual times, it is imperative for us to focus on the



health and safety of our guests and staff members. Our property will have all measures in place to protect staff and guests during interactions with each other. It will be important for us to keep an inventory of masks, gloves, sanitisers, and special cleaning equipment. We will also arrange frequent cleaning and maintenance tasks to prevent infection spread. Arriving guests can expect to have temperature checks conducted.

We will reduce points of contact, but people entering our property should realise that we care about their health and safety. Demonstrating proactiveness in this regard will not just keep people safe but take our reputation a long way in the travel community. All in-house guests will be informed – at the point of check-in

and during their stay – about several measures adopted, procedures followed, and strategies implemented to keep everyone safe. An emergency number and a point of reference for emergencies will also be assigned.

## 5. Seek out government help

While some localities have seen limited success in slowing the spread of coronavirus, the policies they have implemented (e.g. social distancing, travel bans, and shutdowns) have had a profound effect on the economy—specifically the hospitality, tourism, retail and restaurant industries. The national government has publicised various support packages however the only two that can assist The Peninsula are the UIF TERS funding and the ETI

SARS relief of R 750 per employee earning below R6 500 for April, May and June.

## 6. Lower salaries with reduced hours...We share in the pain

COVID-19 is an unconventional crisis, and we will need an unconventional response to avoid massive furloughs. While it's not an ideal proposition, we will proactively cut costs during this time by making changes to employee salaries, while shortening work weeks, and cancelling nonessential travel and spending. While this will not always be favoured by staff, these changes are ultimately aimed at their protection.

# Stories from “The Peninsula Tribe”

Each day under lockdown, The Peninsula Tribal Leaders rally together for a daily call on Zoom to keep everyone up to speed. The ‘daily drumbeat’ message is also sent out by text to the entire workforce to maintain morale and to make sure no one feels alone during this time of uncertainty.

It's rare that our guests and owners get to see what goes on behind the scenes but during these unusual times, we wanted to give a heartfelt thank you to all of our staff members for supporting each other. This month, we invited them to share some of their personal experiences during our national lockdown.



## Learning to adapt and regroup

**Valda Kariem**, Food & Beverage Sales and Coordination Manager

**The Peninsula All-Suite Hotel team hopes that everyone is staying safe at home. As a team, we want to stay as productive as possible during these trying times and keep you updated on our progress.**

Our industry, as with so many others, has taken a massive knock with the arrival of COVID-19. Our whole world is changing, leaving us to adapt and regroup. Our intent is to embrace these changes and ensure that we remain at the forefront of the South African hospitality industry.

We have opened Strolla restaurant for delivery service every day from 11:00 to

19:00 through Uber Eats and Mr Delivery, with our own delivery service adding a personal touch. Through the support of our regular customers – and new ones – we can keep our staff employed. We do deliveries within a 5km radius with no delivery fee for orders over R200, including a thank you card and a R50 voucher, which can be used at Strolla once the lockdown restrictions have lifted.

In the meantime, we ask you to keep well, and stay safe!



## Finding happiness in family time

*Edith Tawhinei, Strolla Assistant Restaurant Manager*

For the first while after lockdown was announced, I simply couldn't understand

what was happening in my life. I kept telling myself this wasn't real and that it must be a dream. I never saw this coming. I thought a lot about what was going to happen next, and what the future might hold. It was as if I was reading my life as a novel.

I was very scared and stressed, but after a week in lockdown with my two daughters and husband, I started to realise there was a silver lining. I realised that I had been so caught up in the noise and distractions of a busy life, that I had missed out on a totally different side of my life: being a mom and a wife.

I changed my focus from thinking about all the negatives and started looking for the positives this situation could bring,

both for me and for the world. I enrolled in a three-week online baking class. I woke up early every morning to bake bread for my children since we were not allowed to go out every day. The best thing was that my children didn't have to eat fridge bread. I even made a beautiful strawberry cake for my daughter's birthday and she had a wonderful 'lockdown' birthday. My children had something to look forward to every morning and we were happy.

I bonded a lot with my family, and the days went by quickly. When we came back to work after the level five lockdown, the kids missed me so much and I missed them too.



## A new outlook on life

*Hajjerah Hamit (aka Haji), Executive Chef*

**On Monday 23 March 2020, when President Cyril Ramaphosa announced that our country would be going into lockdown, everything seemed and felt unreal. I became withdrawn and went completely into victim mode because of the uncertainty of not knowing what would come next.**

My biggest fears in life started to haunt me every second of the day: What if I lose my job? How will I provide for my family? What is going to happen to me? Will this virus kill me and my loved ones?

For days I felt that any effort would be futile as I thought I was doomed anyway. One morning, I got up and watched the sunrise. I saw a homeless couple across the road scratching in the refuse looking for food. When they spotted me, they asked if I had anything to spare. I walked across to them and gave them a few things.

They were so happy and thankful for the little parcel I gave them. The woman took my hand and said: "Sister, why are you looking so stressed? This morning we had nothing to eat and no money, then you crossed our path and made a difference. Remember to have faith, and may you continue to be someone's Angel." It was at that moment that I realised there was no reason for me to be pessimistic, especially when there are so many people in the world who live under uncertain conditions every single day. Her kind words inspired me. They made me feel whole again. I felt like I had a purpose, not only to my family but to everyone else.

A few weeks later, our General Manager, Chris, introduced me to someone who was helping to feed the homeless at a shelter at the Culemborg bridge in the CBD. I got in touch with the organisation and agreed to feed 200 people once a week. It is an exciting and meaningful project for us at The Peninsula All-Suite Hotel.

The first time I went to the shelter, I felt humbled by the gratitude and appreciation

shown by everyone. To my surprise, I saw one of my former head chefs living at the shelter. It saddens my heart to see a man who was once known in the culinary world as one of South Africa's greatest, now homeless and destitute. It made me realise it could happen to anyone. It also motivated me and the team to continue feeding and helping the less fortunate.

The first time we organised food for the shelter was stressful because I was not sure where I was going to find the funds. I immediately started sending out letters to all our food suppliers who donated generously. We also managed to collect some money from The Peninsula team. Our weekly feeding scheme has taken off successfully due to the hard work, commitment, and dedication from everyone.

It has been weeks since I met the homeless couple that changed my outlook on life. I now feel so much more fulfilled and appreciative of everything in my life. I know that I have become a better version of my old self.

I am blessed to be working for a company and a General Manager who motivates us to stay victorious. Even though we are all going through tough times as a result of this epidemic, we can still help the less fortunate.





## When life gives you lemons, you make lemonade!

*Bahia du Plessis, Assistant Front Office Manager*

## When life gives you lemons, you make lemonade. And when the universe gives you coronavirus? You use the time to do some serious introspection.

It has been nearly two months since South Africa was put under national lockdown to curb the spread of COVID-19. Has it been easy? Absolutely not. There are many days when I wake up and wish everything could just go back to normal, or rather to a time before coronavirus, but there are also many days when I wake up and I am so grateful that I get to wake up and see another day, because like everything in life, the lockdown has its pros and cons.

A con for me, and for the rest of us, is that we have dealt with the reality of salary cuts (fortunately we still have our jobs, as many others have been retrenched, or forced on unpaid leave), but on the flip side of that coin is that all the downtime I have has allowed me to reconnect with my children, our bond is stronger than ever. Every hug is a little tighter, and every laugh is a little harder.

The lockdown has made me appreciate the finer things in life, and no I don't mean luxury, I mean family, friends, human connection (and toilet paper! haha). It has not been easy. Financial stress and the insecurity of not knowing what's going to happen next is a cause for anxiety, but what keeps me going is coming to work and being reminded that no matter what, I am not alone in all of this. We all share the same struggles, fears, emotions, heartache and worry, but more importantly, we share the same hope, belief, happiness, and faith.

Let us use this time to make our bonds even stronger – with our guests and with each other. The coronavirus has given us all lemons, let's use this time to make lemonade.



## An unforgettable birthday

*Christine van Blerk, Executive Housekeeper*

On Sunday, 5 April 2020, I was blessed to celebrate my 50th birthday at the Peninsula All-Suite hotel. I had originally planned to have a big birthday bash

with my family, but due to the COVID-19 epidemic, I was forced to cancel my plans...

At first, I was extremely sad because I thought that my birthday was just going to be another day at work. I woke up early that Sunday morning planning to cook a special lunch for the lockdown team.

Even though Patricia, my close colleague, had said it wasn't necessary, I went ahead and cooked lunch in any case, thinking that it was just going to be something simple. Shortly after I got to work, I was called to attend an urgent lockdown meeting in the Sunset Restaurant. When I arrived, the entire lockdown team was there to surprise me with a braai and a huge 50th birthday cake!

I was so overwhelmed and emotional; I could not believe that my second family [my Peninsula colleagues] had gone through all this trouble to make me feel special. I have been working

at The Peninsula hotel for 25 years and spending my 50th birthday here will always be a priceless memory and an especially important part of my life.

I am grateful to the almighty God for granting me another year in my life and to The Peninsula team for making this such a memorable occasion.





## What the virus and lockdown has meant to me

Svetlana Kruglikova,  
Strolla Restaurant Manager

Following the first announcement by President Ramaphosa of the lockdown and the implications it presented, there were many emotions that ran through my mind.

My initial reaction was fear of the unknown and I had no idea of what to expect during the coming weeks. It was only to be three weeks at first, but it was extended and right now (as I write this) we are on day 53!

Each day I heard the news within our country and around the world, I went through several emotions. At first, I was so sad hearing of the huge number of persons being infected all around the world and as the figures grew so did the deaths. I could not believe what I was seeing and reading and suppose to some extent I was in denial and then as each day passed, I was more and more shocked and finally angry at the injustice.

For the first time, I found myself at home with my two sons 24 hours a day. My husband works on a cruise ship and was stuck over in the Caribbean, so I was on my own dealing with the situation. From day one until today at day 53 I have learnt a lot and realised I am strong and capable and have fought my fears. The bond between my sons has grown deeper and I have come to understand them as well as their feelings, expectations, loves, likes and dislikes. The time I have been able to spend with them has been precious.

I have also learnt new recipes. I have learnt to have a firm control on my finances and have had to strictly adhere to a budget. The most challenging task I have dealt with though, is home-schooling. It has been difficult with some tears and frustration but gradually we have settled into a system.

I have spent an enormous amount of time trying to gain as much information about COVID-19 and the implications it is having on everyone everywhere. I have needed to decipher what is real and fake, and in that regard am still not 100% sure! I have felt incredibly connected to the millions of people all around the world even though we are separated and locked in our homes.

I am a very social and outgoing person and I have really missed social interaction. I miss hugging and also, with everyone now wearing a mask, I miss seeing their smiles...

Lastly and most importantly I have been very worried about losing my job. I feel so incredibly grateful for being part of the team at Strolla, and all my wonderful colleagues at The Peninsula. I feel part of the team that is guided by our GM, Chris Godenir. His optimistic spirit is infectious, and he is kind and caring and is the glue that holds The Peninsula together.

Even with the future as uncertain as it is, I am part of this team and will contribute 100% to ensure we get through this unprecedented difficult period in history.

Sending love and light!



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

Sales enquiries: +27 (0)21 430 7777 | Internal ext: 2007/2050 | E: [info@dreamresorts.co.za](mailto:info@dreamresorts.co.za)

313 Beach Road, Sea Point, Cape Town, 8060

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