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"A BRIGHTER FUTURE"



Our new vision at The Peninsula All-Suite Hotel is to actively create a brighter future for all within the hospitality space alongside Dream Hotels and Resorts.

What we have learnt from our experience with Covid-19 is that adopting values of sustainability and trust are key components in moving forward. We now understand how crucial it is to play our part in supporting our local communities and protecting the environment.

Through our previous initiatives and our future endeavours alongside the Group, we hope that our efforts inspire others to care for one another and do what they can to help preserve our natural resources.

Our General Manager, Chris Godenir, recently offered insight into our sustainability journey during an interview with Tessa Buhmann, Editor of Responsible Traveller Magazine.

When and where did your sustainability journey begin?

I have always been conscious of the beauty of our environment and the magic of our universe, but like many others, I didn't fully appreciate it until my true awakening occurred after a near-fatal car accident in 1988. During the recovery period, I had the opportunity to work in many special environments such as Sodwana Bay, Itala Game Reserve (KZN), Kruger Park and The Wild Coast. Being immersed in these ecosystems taught me that to truly heal, I needed to fully embrace a lifestyle and philosophy

that would allow me to make a meaningful difference in the world.

I know people are important to you. What is your philosophy for managing and motivating your staff?

All of us carry the baggage of our past and thus subconsciously carry negativity. The only way to shift this is by working in the subconscious and constantly rewiring our negative experiences with positive ones. I motivate others by treating each person as a unique individual. I believe that everyone possesses their own special talents, so I focus on their strengths, not weaknesses. I also develop their trust by being consistent in my communication. I am always frank, open, and honest. I also feel I am respected for the example I set and show in my behaviour. There is nothing I would expect anyone else to do if I were not prepared to do it myself.

How did you manage staff expectations during the level 5 and 4 Covid-19 lockdowns?

I continuously reminded the team that there was a brighter future, and by working together, being courageous and flexible, we would overcome any adversity. I looked at new ways to grow income and through this, created a platform that could sustain employment for my staff. I was conscious to never show any sign of weakness and concentrated on every win we achieved rather than the negativity of situations around us.

I know you offered an external laundry, cleaning and maintenance service during lockdown to help earn income to keep staff employed. Can you please elaborate on these initiatives?

Within The Peninsula, I had the resources of laundry, housekeeping, and maintenance teams and all necessary equipment. With the support provided by administration and the front office, we decided to provide these services externally. Without internal customers, we took our services out into the Sea Point community. We started spreading the word, and the rest is history.

These services assisted us in keeping our teams made up of support staff fully operational. With low occupancy levels and without international travellers, I have not needed to retrench any staff members.

Are any of these services still happening?

Even though we are now fully operational, we have maintained these services to those who supported our efforts over those difficult times.

I know you're adding a new responsibility to your portfolio with Dream Hotels & Resorts. Can you please elaborate on this?

The Group has taken this challenging time to reinvent its internal organisational culture. They're slowly starting to shift away from a hierarchical structure to a linear one to involve their existing property management teams in the process.

Our driving dynamics have been measured, and responsibilities are being allocated towards our strengths. We have initiated a tested 'RACI' model showing who within the group is 'Responsible', and 'Accountable' for certain tasks, which also combines a 'Consultation' process and then the act of 'Informing' all relevant parties within the organisation.

I have been tasked with having full accountability for our sustainability program and sharing our positive news stories. Another area where I have accepted accountability is within the mentoring and coaching environment, an area in which I have a great deal of experience and a particular passion for.

What exactly will your role entail, and how do you see this playing out?

I will remain the General Manager of The Peninsula, but I have now been given a chance to impact the Groups'

growth in areas that I am both passionate about and experienced at. This is not about ego and position, but truly making a difference.

Any great examples from the Dream Hotels & Resorts family of properties so far?

There are many such examples, but you will have to watch this space as we share these individually with you in future publications. Each story will be so special, it deserves its own unique space!

Is there anything else you would like to add regarding the Peninsula's sustainability journey?

Over the past 15 years, I have walked the sustainability journey at The Peninsula, sharing many exciting achievements of this exceptional property. I'm now in a position to do the same for the Group. This is not a "Green Crusade" but a shift in humanity and how we as people within an organisation can work together with the communities surrounding our properties to build a brighter future.

For more information, please take time to view our leadership workshop on our website: www.peninsula.co.za



FEDHASA GOLF DAY

On the 9th of September, The Peninsula Golf Team participated in FEDHASA's 23rd Annual Golf Day at Stellenbosch Golf Course.

On the day of the event, our Food and Beverage Tribe packed the food trailer and made their way to Stellenbosch before sunrise to be ready for an early tee off.

While golfers were served a wide variety of hearty burgers, boerewors rolls, snacks, soft drinks and ice-cold beer, Moira, our on-site sports therapist,

provided soothing massages to alleviate any aches and pains.

We are pleased to announce that the day was a massive success, with The Peninsula Golf Team (Chris, Brendon, Naaim and Faiz) being the overall winners. Special congratulations also go to the Food and Beverage Tribe (Hajjierah, Marvin, Caleb, Chanel, Moira, Abongile, Sakunza), who won the prize for the best-sponsored hole with the most enthusiastic team spirit.



PINA COLADA CHEESECAKE

Serves 6

INGREDIENTS:

- 1 1/2 cups crushed Tennis biscuits
- 1/4 cup Sugar
- 1/3 cup butter melted
- 0.450g softened cream cheese
- 0.400g sweetened condensed milk
- 3 eggs
- 1/4 cup lemon juice (try using real lemons)
- 0.220g sour cream at room temperature

PINA COLADA TOPPING:

- 2 cups chopped pineapple
- 2 shots Malibu rum
- 1/2 cup coconut milk
- 50g white sugar

METHOD:

- In a saucepan, add the chopped pineapple, coconut milk and sugar. Simmer slowly until the mixture thickens, and the pineapple caramelises.
- Take the saucepan off the heat and add the Malibu rum.
- Refrigerate for an hour until the mixture is set.
- Preheat oven to 300 degrees.
- Combine crumbs, sugar, and butter, press firmly on the bottom of a 9-inch springform pan.
- In a large mixer bowl, beat cheese until fluffy.
- Gradually beat in sweetened condensed milk until smooth. Add eggs and Lemon juice, mix well.
- Pour into prepared pan. Bake for 50-55 minutes or until the centre is set, then top with sour cream. Bake 5 minutes longer. Cool and Chill.

Top the cheesecake with the pina colada topping, best served with roasted coconut gelato.

SUITE REFURBISHMENTS



During the early stages of the pandemic in 2020, all refurbishment plans for our suites and public areas were put on hold. As restrictions eased and the hospitality industry slowly opened its doors in 2021, contractors were soon allowed back onto the property.

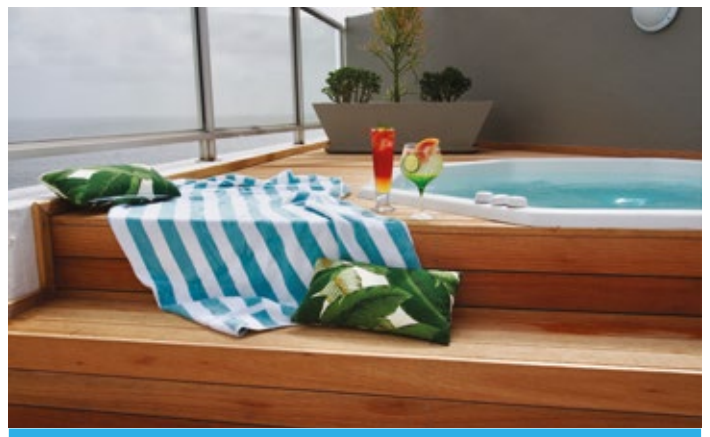
Since then, we have embarked on a new five-year cycle of soft refurbishments of our suites, including fresh colour schemes, upgraded sleeper couches, new curtaining, carpets, and balcony tiling. The final eleven kitchens will also be completed this year, with our long term plan focusing on overhauling our bathrooms.

A modern automated revolving entrance door is currently being installed and will enhance the look and feel of the entrance to the hotel. This new feature will blend in with the new face of our foyer and the refurbishment of the reception area planned for 2022.

Our Presidential Suite 801 also underwent its' own special makeover this year, keeping in line with seasonal trends. The colour scheme, choice of artwork and furniture was also adapted to blend in with the soft refurbishment.

The main bathroom, second bathroom, and guest toilet also received a facelift. As did the jacuzzi deck, which we upgraded with new timber, and waterproofing. We also replaced the patio furniture and the outdoor light fittings.

Special thanks go to the Goldbergs, who adapted their busy schedule to allow for the additional time required.



BEATING BURNOUT

On the 1st of July 2021, we formally implemented a five-day work week for all employees.

We had initially implemented this as a trial period over six months (Jan 2020 – June 2020) and extended this by 12 months during the height of Covid-19 and South Africa's ever-changing restrictions.

Upon review, this 18 month trial period proved to be successful in decreasing absenteeism and alleviating burnout. The staff returned after two days off instead of one, feeling far more motivated, having completed their own domestic chores on one day and spending the following day relaxing with their families.

At the end of every year, we carry out consultative workshops with all our employees to understand the changing needs of our staff. By doing so, we have created a strong sense of self-belief and trust between management and employees. During these workshops, we also changed departmental names into 'Tribes'. We felt these new and imaginative titles, such as 'Pressure Cooker' for the kitchen staff and 'Service Eagles' for F&B front line staff, better represented each working environment.

Simultaneously to compliment our Tribes, the concept of "Drumbeats" was born, encompassing our collective values. It expresses the beat of one's heart and drives better communication through an environment of trust and togetherness.

HOUSEKEEPING UNIFORMS

The Housekeeping Department, affectionately known as 'The Energizers', recently received brand new uniforms that further lifted their team spirit and morale. Their attitude toward their work has noticeably changed, as they now feel even more comfortable and confident to take on any new challenges that come their way.



STAFF WINS & ACHIEVEMENTS

Brian Jacobs, a long term Porter at the Peninsula Hotel, has been identified as an individual who always goes the extra mile for our guests. A true asset to our team, he was recently awarded a Service Excellence certificate from IExchange. Well done, Brian!

Carly Rhoda, who started as a Front Office trainee in 2019, has now officially become part of The Peninsula Team as a permanent Receptionist at the beginning of 2021. This also coincides with her recent graduation from the International Hotel School. Carly, we look forward to

watching you grow and further develop your career at The Peninsula.

Nabo Billy started at the Peninsula Hotel in July 2011 as a Houseman in the Housekeeping Department. A Porter's position became available, Nabo applied and was successful thus starting his career in the Front Office Department in October 2014. Through the years Nabo showed interest in all areas of this department so when the position of Night Reception became available he was the obvious choice.





UPDATES ON POPIA

IMPLEMENTATION OF OUR INFORMATION OFFICER

As the POPIA Act requires all companies to register an Information Officer, we are pleased to inform all guests that Abdulwahab Davids, our Compliance Manager, has now completed this process with the Information Regulator and taken on this role.

In most smaller companies, this will be the CEO or MD. However, since we are a larger organisation, a Deputy Information Officer has also been registered to assist with POPIA compliance.

RESPONSIBILITIES OF THE INFORMATION OFFICER

The Information Officer is obliged to:

- Encourage compliance with conditions for the lawful processing of personal information
- Deal with requests made according to POPIA (presumably by the information regulator or data subjects)
- Work closely with the Regulator concerning investigations conducted relating to prior authorisations
- Ensure compliance by the body with the provisions of POPIA
- Develop, implement, and monitor the compliance framework
- Ensure a personal information impact assessment is completed to ensure that adequate measures and standards exist
- Monitor and maintain a PAIA manual, as well as ensuring it is available for all staff
- Develop internal measures and adequate systems to process requests for access to information
- Ensure internal awareness sessions are conducted as prescribed (by the Minister or the Information Regulator)

- Face computers and laptops away from public areas and installing privacy screens on them
- Install access controls on room doors, cupboards and cabinets that store confidential information or network equipment
- Install a solid firewall and anti-virus software
- Keep all computers up to date with the latest security patches
- Implement a transparent process for storing and disposing of confidential materials
- Ensure a retention policy is in place

DESTROYING CONFIDENTIAL INFORMATION SECURELY

Personal information can no longer just be disposed of in general waste bins or recycling. They must be shredded.

With various training sessions with all staff members, we have ensured our staff know what materials count as confidential and have implemented a strict procedure outlining the correct handling of these documents and materials.

To ensure efficiency, we have onboarded the services of a professional data destruction company called Iron Mountain to provide us with secure storage consoles to safely dispose of our sensitive information.

Here are some examples of confidential information our hotel might hold:

- Booking information
- Boarding passes
- Customer bank account information
- Customer receipts
- Guest itineraries
- Financial reports
- HR documents
- Presentation materials
- Loyalty account statements



GET READY KIDS!

Dream Explorers, assemble! It's been a long wait, but the Dream Explorers programme is back, bringing more fun and excitement than ever before!

Our team has been hard at work rejuvenating activities for our mini-Xplorers which includes a wide range of games, crafts and art projects geared to expanding the imagination. The best part is the tasty rewards each mini-Xplorer will receive for partaking in all of the action.

Every Xplorer will also receive a special passport upon arrival from our designated Games Room. This contains all the information regarding our activities and rewards available to our mini-Xplorers.

Moms and dads will also have peace of mind knowing our safety protocols are in place. With reduced touch points and social distancing measures, little ones can play safely without compromising on fun.

QR MENUS 4 EVER

The pandemic has brought a host of new developments in the restaurant business and eating out has changed - from the menu to the way we dine - and some of these changes it seems could last a while or be here for good!

While many diners miss menus, the physical printed kind, many have come to accept the new norm of the QR Menu. Contactless menus and scanning a QR code at your table, while scrolling through the latest menu options is now part of the dining experience.

While it might seem foreign to traditionalists, younger generations have embraced this change without hesitancy! What is immense though is what this means for the restaurant from a business perspective.

Not only are we able to save on the extremely high printing costs every season (or simply when menus become grubby and dirty), it has also meant that we can be creative and flexible and change menu items when needed, and in no time!

So, we definitely think this new trend brought on by the Corona-virus is here to stay and we are in full support of it!





R495
PER PERSON

Christmas

PLATED LUNCH

STARTERS

Artisan bread with flavoured butter selection
Shrimp cocktail, beetroot infused salmon
gravlax with sesame lavash

INTERMEDIATE

Traditional Christmas cold cuts with pickles
and fresh herbs

HOT PLATED

Choose the following meats:
Chorizo and roasted red pepper stuffed
turkey
Mini gammons with a pineapple and cherry
glaze
Roasted leg of lamb with minted jus
Rotisserie baby chicken
Grilled Kingklip with a fennel lime crust

SIDES

Refried rice with honey glazed butternut and
roasted pumpkin seeds
Duck fat roasted potatoes
Garlicky summer greens with candied bacon
and roasted almonds

SWEETS

Dark chocolate and salted caramel logs
Assorted cocktail tarts and eggnog pudding
Mini gingerbread cookies
Christmas candies
Traditional Christmas pudding and mince
pies
Locally made cheeses with savoury biscuits,
lavash and assorted preserves

BOOKING IS ESSENTIAL

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