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OUT OF THE SILO



In 2004, I worked for a leading Hospitality Group with a title called 'Manager of Soul'. At that time, I had convinced the then-CEO that we needed a total shift in culture and leadership to take the company forward.

Unfortunately, the corporate world was not ready for me with the concept of making a real impact through people and preserving our environment, which would inevitably lead to growth in the bottom line. It was time to change.

To prove this point, I took up the Custodian position at The Peninsula All-Suite Hotel. In doing so, I intended to weave my magic into one property and prove to the hospitality world that what I had been trying to do for the Group was the way to go. I also made a personal commitment to never again work in the ivory tower of a corporate structure.

For nearly 20 years, this has been my mission, and I applied all my efforts to creating something unique and special at The Peninsula. I have not always gotten it right, but I have always been willing to change when things are going south. I was fortunate to have a Board of Directors that believed in me, and I have always been open and transparent in everything I intended to do. My desire to keep the doors open during COVID when everyone else was locking the front door is a testament to this, and with the support of The Peninsula tribe, we made history.

Unfortunately, this has not always endeared me to my peers and within the new management company, Dream Hotels and Resorts, I was often perceived as arrogant and overly opinionated (which was probably very true!) in taking Peninsula to new heights.

With Nick Dickson's appointment as the Group's CEO, things were about to change. "No more silo in isolation from the group" was the message.

Nick had joined The Peninsula Board as a newly qualified CA and had watched me carefully over the years but had very much left me to my own devices and realised I could be an asset rather than a disrupter. When Weston Dickson took up the position as Chairperson, it allowed his very talented and capable children Nick, Brent, and Anthea to take up the reigns. They appointed an Exco, now known as 'Vanguard', to assist them in strategising and leading the company into the future. Nick invited me to join this group.

Although I will stick to my commitment and will never sit at the '360 Hub' (Head Office) remaining the Peninsula Custodian until I am no longer adding value, I am now able to influence the Group and believe we have a leadership team well-placed to take The Peninsula and the group into the future.

The Peninsula is now embracing the bigger picture and opening up many new opportunities to our owners that will be addressed in the coming content of this newsletter. I am excited about the future and feel like I am truly making a difference. What more can a person want out of their career? I wish to thank all our guests, timeshare owners, tribe members and directors for allowing me to live out my 'Dream'.

Chris Godenir

The Peninsula Custodian

LEADERS RISING THROUGH THE RANKS



ABONGILE

Before joining The Peninsula All-Suite Hotel as an intern in 2018, Abongile attended False Bay College from 2015–2017, where he studied Hospitality Management and Catering.

He got a foot in the door after being offered the opportunity to become one of the academy learners with motivation from the restaurant manager, Alrich Juries, and the GM, Chris Godenir, who recognised his eagerness to learn and work hard.

During his time, he has now successfully completed the following courses:

- Generic Management 2019
- Managing Technology in the Hospitality Industry 2022
- Conference and Events Management 2022
- Management of Food and Beverage Operations 2022

He admits that there are so many things he would still like to achieve in his career. But so far, within the F&B department, he has won employee of the month 6 times, as well as being named employee of the year.

In 2021 he moved from the F&B department to the Front Office department to work as a night manager, learning various management skills and snapping up an award for Most Improved Manager of the Year in 2022.



MOJO

Moggammad Solomon, better known to his peers as 'Mojo', kick-started his culinary journey at Paranga restaurant two decades ago.

After working his way up from trainee to sous chef, Mojo felt that he needed to expand his skill set and ended up working at Antique Restaurant under the watchful eye of Chef Conrad Gallagher. A few years later, Mojo joined The Sun International team at The Table Bay Hotel as a Chef Tournant, later becoming Sous chef at The Grand West Casino.

His culinary journey continued at The Compass Group and dnata Newrest. In late 2018, Mojo joined The Peninsula Hotel family as senior Sous chef working alongside Hajie Hamit and the rest of the kitchen brigade. For the past 4 years, he has continued to rise up to each and every challenge while still having plenty of fun along the way.



INVESTING IN OUR TRIBE ENERGISERS (HOUSEKEEPING)

We are pleased to introduce our dynamic and hardworking Energisers Leadership Team. In this image, they are standing with Christo Coetzee, a registered Life Coach, Theologian and Human Scientist.

The Energisers play an integral role here at The Peninsula. And as we move with the times, we are always conscious that the well-being of our Tribe is of the utmost importance to our success. Our partnership with Christo will allow us to offer further support for our Energiser leaders, who invest so much into the work they do here at The Peninsula.

This initiative will allow us to invest back into assisting our Tribe members in better navigating their lives and roles at The Peninsula in a healthy way. As we push through 2023, we'd like to extend our gratitude for all the effort and care our Tribe Energisers put into their work. We look forward to growing with you on this ever-changing journey.

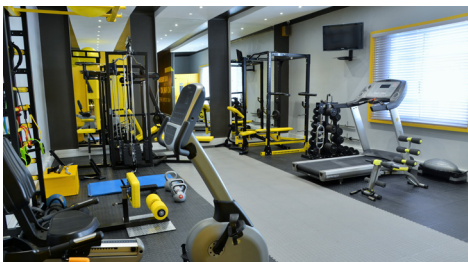
"Take that step to change your life, your future self is waiting." – Roger Lee



Left to right: Gloria, Lumka, Ethal, Christine, Sharon. Our Tribe Energisers also include Patricia and Zuko (not present).

ACTION SPORTS MASSAGE

Make your hotel stand out from the rest. There is an increasing demand for hotels to provide more specialised services for their guests, including fitness training and specialised massage treatments. Active Sports Massage can provide professional massages and fitness services that will add value to your guests' experience.



Personal training sessions at the hotel gym: **R450 per hour**



Beach front fitness training: **R450 per hour**



Aqua class sessions (free for guests on Tues & Fri): **8:30 – 9:15**

For more information, contact Moira Mahon: C: 082 449 3019 | E: moiram@yahoo.com

MAKE A HOLIDAY EXCHANGE WITH DREAM EXCHANGES

Through our Dream Exchanges programme, you can now exchange your current ownership holding at The Peninsula for a stay at one of our available properties dotted across the country.

If you're not yet familiar with Dream Exchanges, this simple platform gives owners of shared ownership products an opportunity to access a wider variety of holiday accommodation options. This occurs by space banking (depositing) their weeks into the system for points which can be used to book a holiday somewhere new.

Our Dream Exchanges programme allows you access to over 100 resorts across South Africa, subject to availability. The best part? Not only do you get access to a variety of new destinations, but you also get to put your unused time to good use.

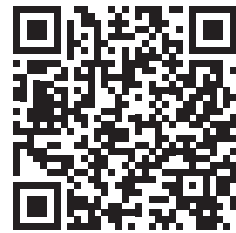
Exchange fees:

There are no annual membership or subscription fees.

The below fees are applicable for exchanges:

Span	Online	Call Centre
Split week	R869	R1043
Full week	R999	R1199
Plus split week	R1130	R1356
Plus full week	R1299	R1559
International - full week	N/A	R4399

Fees are effective from 1 July 2022.



Click or scan the QR code to view our website.

For Dream Exchange enquiries and terms and conditions, contact:

T: +27 (0) 861 373 263 | E: dream@dreamexchanges.co.za

Whatsapp (Mon-Fri from 8:00-17:00): +27 (0) 66 375 3564



SECURITY CAMERA UPGRADE

The Peninsula All-Suite Hotel recently upgraded their CCTV surveillance cameras from analogue to new IP (Internet Protocol) cameras.

These have been installed within critical areas in and around the hotel at a cost of R180 000 and are monitored 24/7 by our external security service provider.

IP cameras capture a much wider field of view compared to old analogue cameras, meaning a single IP camera can view a much bigger area.

With the new IP cameras, the possibilities are endless. They can be deployed alongside AI software that can further analyse recorded or live videos, thereby providing useful security data.



NEW ELEVATORS FOR THE PENINSULA

For more than 30 years, the lifts at the Peninsula All-Suite Hotel had safely ferried our guests to and from their apartments in our 12-story building. We had meticulously kept them in operation, meeting all required safety standards with the help of Otis Elevator, with whom we had a service level agreement.

As with all mechanical machinery, they reach their life span and become obsolete, making it difficult to source the necessary parts to keep them in operation. With this in mind, along with understanding the need to maintain the highest level of comfort and safety, we felt it was the right time to undertake this project.

After going to tender and receiving 3 quotes, we are pleased to have appointed Nu-Line Elevators to manufacture and install two guest and one service lift. These are currently being manufactured, and we plan to begin installations in late April or early May. To minimise the impact on our guests, we will ensure that there are at least 2 lifts in operation during this 18 month process. To insure continuity, Nu-Line have taken over the service level agreement.

MODALITIES, CHATBOTS AND PROGRESSION BOX

The Peninsula has recently devised 3 methods to bring us closer to aligning with the Group's vision, mission and values while growing stronger as individuals. These include the use of various healing modalities, our chatbots and a progression box.

As individuals, we all have different backgrounds and personal differences, which may affect how we view and interact with the world around us. We have therefore initiated various sessions, each focusing on a different healing modality. For example, healing through music, mindfulness, and meditation.

Another method we have incorporated includes the chatbots, which aims to bridge a gap between various generational groups. This is done by teaming individuals from different age groups to help find a way of communicating efficiently and gaining a greater sense of empathy.

We also have a progression box, in which a message can be placed. Our aim is to mediate between all tribe members, to talk and resolve any outstanding issues or uncertainty that may need a third party to ensure a smooth and fair process.

These 3 methods aim to create mutual synergy and understanding while establishing effective day-to-day communication throughout our Tribes.

EMERGENCY CONTACT NUMBERS

Visit www.westerncape.gov.za for more information.

 Police 10111	 Crime Stop 0860 010 111
 Ambulance 10177	 Poison 0861 555 777
 All Emergencies 112 from cellphones	 Childline (Child Emergency) 116 free from all networks
 Mountain Rescue 021 948 9900	 Gender-Based Violence Command Centre (GBVCC) Emergency Line 0800 428 428
 Lifeline 021 461 1113	

This is a list of useful contact numbers to keep on your fridge or next to the telephone in case of an emergency.

GENERATOR DIESEL COSTS AND ENCLOSURE

In 2015, a generator was installed at The Peninsula to provide power for the entire hotel during load shedding to minimise the inconvenience to our guests. Up until late 2022, the cost of diesel to run the generator has remained manageable. However, this all changed when South Africa's electricity supplier intensified the load shedding schedule.

With the increased frequency of power cuts, diesel consumption has increased alongside it. In 2021, the total amount spent on diesel was R34 000 when loadshedding was contained at stages 1 and 2. In 2022, diesel consumption soared to R620 000, of which R210 000 was spent in December alone, with load shedding reaching stage 6. Load shedding is still being experienced at this level in February 2023 and is expected to continue over the next 18 months, if not longer. In this instance, The Peninsula will only be able to carry the diesel expense by increasing levies and rates, forcing management to find a more practical solution.

After discussions with our Directors, it was agreed to implement a diesel surcharge of R60 per day for stage 2 and above to owners and guests in-house. On days when load shedding remains at stage 1 or below, no charge will be applied. This process will be trialled and carefully monitored throughout February and March 2023. If our diesel consumption decreases, we will reduce the surcharge, which will be communicated going forward. This is a voluntary charge and should you not wish to pay, your suite will be disconnected during loadshedding.

The escalation in load shedding stages means that our generator runs more frequently. Regrettably, this valuable piece of machinery was not built to run quietly and does give off its fair share of noise. However, to mitigate this, we've since enclosed it and installed a silencer to reduce noise levels further to abide by the council's sound pollution regulations.

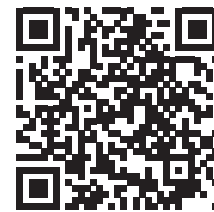


INTRODUCING DREAM DIARIES

The Peninsula walks alongside its sister properties and shares in the collective energy of Dream Hotels & Resorts Group. As a member of the Vanguard, our Custodian, Chris Godenir, was tasked with a project to share the many incredible stories being created within our organization, this being the birth of “Dream Diaries”.

We have since begun the project with a prologue from our CEO, Nick Dickson, sharing the Group’s mission and vision and plan for a sustainable future. This is followed by our first 6 chapters which can be read by using the following QR code or by clicking on the chapter icon below:

- Chapter 1: Come Alive at Stonehill River Lodge
- Chapter 2: Rebuilding Mount Savannah
- Chapter 3 Little Switzerland: Changing Lives at Langkloof
- Chapter 4 Igniting Future Leaders in Tourism
- Chapter 5 Building a Life at Nibela Lake Lodge
- Chapter 6 Tala Collection Co-creates with Rave Rhino



Click or scan the QR code to view our chapters.

These are incredible stories that share how we are more than just a hospitality organization. Please take the time and read each and every one. In 2023 we will complete another 6 chapters, after which we plan to collate the completed series into one hardcover book: Dream Diaries Volume 1 – an ideal addition to the coffee table capturing Africa’s true spirit and beauty and its exceptional people within.



THE ART OF WAR AND OUR 'GIFT' FOR THE TRIBE

For more than 30 years, our guests have returned to The Peninsula for its exceptional location, wonderful views, and comfortable accommodation. But without a doubt, the main reason is to experience the feeling of coming home to a group of people who are genuinely pleased to welcome you back and make you feel at home.

Our staff retention is incredibly high for a hospitality business, with most having worked at this Atlantic Seaboard icon for more than 20 years. Our leaders have been developed from within, and The Peninsula has truly become a big part of their lives and livelihoods.

Within our Group, we lean heavily into a concept called 'The Art of War' – a play of words originating from the book of the same name by Sun Tzu, the Asian military strategist dating back to 500 BC. He believed that to win a war, one should never physically engage in a fight but instead make use of quiet diplomacy and well-devised strategies.

The Peninsula, and now our Group strategy, has become highly focussed on its people and their well-being, building relationships with our neighbours and investing back into our communities and the environment. At the end of each year, we run our We Care Workshops, where the entire Tribe debates our successes and missed opportunities, bringing ideas forward for the leadership team to help us prepare for the coming year. In this way, every member feels a part of our strategy and becomes the key to its success.

The past 5 years have been a challenging period—first, the water crisis and day zero, followed by COVID and now the current energy crisis. The Tribe believes that The Peninsula has become a haven and their happy place in which to thrive. However, every day they head back to reality surrounded by unemployed family members, their children facing the fear of violent neighbourhoods and a failing public transport system requiring long commutes and the risk of robbery and potential gunfights between warring taxi factions.

Behind those warm, friendly welcomes and smiling faces that greet you lies deep-rooted mental trauma, and we have recognised the need to introduce healing processes over and above the standard corporate practices of wellness and counselling services.

During our We Care Sessions this year, we introduced specialists in seven healing modalities (Breathing, Music, Sound, Movement, Meditation, Healing Relationships and Healing Trauma). As our 'gift' every tribe member was asked to select the modality they related to best, and The Peninsula would organise a session with the specialist to give them the tools to deal with their own personal trauma.

Now, with The Peninsula being a haven where individuals can grow and realise their dreams, we are providing a place of healing for the trauma created by the mental stress of everyday life experienced over difficult times.

As our guests, we will always ensure that you experience that feeling of coming home. We greatly appreciate your visits. Without you, The Peninsula would not be here as a safe respite from the world's worries.



WHY WE CHOSE THE DARWIN INTERIOR SCHEME

The Peninsula All-Suite Hotel has officially adopted the Darwin Scheme as its refurbishment theme for 2023. Characterised by a light, bright and detailed design, it embodies continuous change and adaptation as part of our ever-evolving journey at The Peninsula All-Suite Hotel.

The theme also pays homage to our location on the Platinum Mile in Cape Town, which is rich in architecture, culture and nature. The area expresses the perfect juxtaposition between modern civilisation and the natural ecology.

Unbeknown to many visitors, a complex and dramatic rock formation created 540 million years ago was discovered at the Sea Point Contact Zone, where a distinct intrusion of molten granite through the rocks of the Malmesbury Rock Group was clearly visible. This inspired Charles Darwin to visit the Cape on his travels, becoming one of his famous geological observations and the rocks were later named after him.

In recognition of Darwin's travels, each hotel room shell provides a base through its greys, neutrals and whites aesthetic to mimic the famous rock formation on which we then impress a design interpretation of the local biosphere.

If you venture over Darwin Rocks and under the sea, you enter into a kelp forest immersed in an underwater wonderland, a kaleidoscope of light, colour, texture, patterns and magic. These vibrant blues, turquoise and greens of the ocean and the kelp forest are reflected in the colouring for the soft furnishings in all the rooms. Details mimicking the patterns created by moving water, bubbles and the textures found on the ocean floor is repeated in the detail of our scatter cushions.

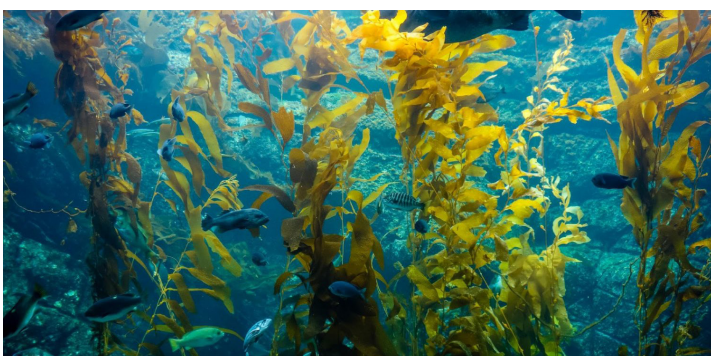
Champagne and gold colouring has been used in the metalwork and smaller details throughout the Hotel, replicating the shimmering light penetrating the forest through the water.

'I can only compare these great aquatic forests with the terrestrial ones in the inter-tropical region. Yet if in any country a forest was destroyed, I do not believe nearly so many species of animals would perish as would here, from the destruction of kelp.'
- Charles Darwin (1 June 1834, Tierra Del Fuego Chile)

Claire Gardner

Managing Director

Symmetry Interior Architecture Design (Pty) Ltd



EVENT CALENDAR 2023

Thursday	2 March 2023	Wine and Dine
Tuesday	21 March 2023	Caribbean Evening
Saturday	25 March 2023	Strolla Pool Party
Thursday	30 March 2023	Wine and Dine
Thursday	20 April 2023	Local Italian Evening
Thursday	27 April 2023	Wine and Dine
Sunday	14 May 2023	Mother's Day Lunch
Thursday	25 May 2023	Wine and Dine
Thursday	1 June 2023	Quiz Evening
Sunday	18 June 2023	Father's Day Lunch
Thursday	29 June 2023	Wine and Dine
Thursday	13 July 2023	Battle of the Shiraz
Thursday	27 July 2023	Wine and Dine
Tuesday	9 August 2023	Battle of the MCC
Thursday	31 August 2023	Wine and Dine
Thursday	7 September 2023	Battle of the Gin
Thursday	28 September 2023	Wine and Dine
Thursday	12 October 2023	Battle of the Chardonnay
Thursday	26 October 2023	Wine and Dine
Thursday	30 November 2023	Wine and Dine
Monday	25 December 2023	Christmas Lunch Buffet
Sunday	31 December 2023	New Year's Eve Pool Party

EXPLORE OUR OWNERSHIP OPTIONS

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