



# FOCUS

THE PRIVATE HOTEL SCHOOL

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## Working as a team

A single person does not win a soccer game - a team does. Within your organization the staff complement is made up of people with differing cultures, personalities, skills, ability, knowledge and temperament. The manager of a hospitality business is required to develop his or her team in such a manner that it takes advantage of each team member's skills without taxing their weakness. Although remaining focused is important, management and staff need to engage in social networking to keep the 'spirit' alive.



Spotlight on PHS Alumni - Alida Nel

Alida Nel says that PHS is her "Passport to Life". Alida grew up in a small town in the Western Cape and completed her studies in Hotel Management at The Private Hotel School. She was inspired to become involved in the industry because of her passion for travel journalism. During her studies, she completed an internship at Majeka House in Stellenbosch. She is currently working as the Front Office Manager for WedgeView Country House & Spa, a small five star establishment in the heart of the winelands in Stellenbosch. A typical day in her position consists of serving breakfast, stock control, checking rooms, reservations, check-in/check-outs, training interns, liaison with guests, concierge, website maintenance, marketing and accounts reconciliation. At a small establishment, you are required to do a lot more and need to be versatile. Alida further says that "PHS really helped me in the sense that the work and lecturers always challenged, me to do better and to raise the bar higher. PHS also allowed for the opportunity to work in each and every aspect of the hospitality industry which made me realise what I would like to do and what I don't like. Most of all PHS taught me how to adapt to any circumstance with grace". Alida has been offered a position to work at the prestigious Waldorf Astoria in the USA. PHS wishes Alida all the best with her endeavours.



PHS and Protea Hotel Upington team up

PHS and the Protea Hotel Upington have joined as a team to create professional development opportunities for PHS students. Mr Willie Burger, the owner of Protea Hotel Upington has a passion for developing young talent and investing in the future leaders of the hospitality industry. During July a group of 18 PHS students, under guidance of Mr Marius Stols (Lecturer in Hospitality Management) spent one week at the hotels in Upington. The students completed 8 shifts of work based learning each and focussed on room's division practice. The opportunity provided the students with an in depth focus on operational matters and the practicalities of managing a hotel on a daily basis. This was the second year that PHS students were accommodated by Mr Burger in his hotels and we are looking forward to continue with this joint venture each year. The students and management team sincerely appreciate the support from The Protea Hotel Group in Upington.



Culinary adventures build team spirit

Pietersburg High School participated in the PHS Culinary Adventures tour during June. The focus of the tour is to provide insight to the hospitality and culinary arts industries for prospective candidates. A group of 18 young 'future' hospitality professionals and two of their teachers participated on the tour. It was a six day programme packed with fun and excitement. The group was hosted at various establishments and savoured some delicious cuisine. They also participated in presentations focussing on careers in hospitality, scientific food and wine pairing, macarons demonstration, cocktail making sessions to a hand-on plating workshop. It was a memorable experience for the group which also allowed them to build team spirit within their group and with their teachers.



Student team building

Students and PHS staff organised an outing and dared their brave exercise shoes and walked all the way up to Lion's Head on Table Mountain. The walk made all realise that a daily dose of exercise is important for well being and longevity. The outing provided opportunity for students and staff to connect on a more social level and highlighted that "time-out" is needed in a busy hospitality environment. The students and staff had great fun and some have reviewed their exercise schedules to become more 'fit' for the remainder of the year.

*"Imagination is more important than knowledge - Albert Einstein"*



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