



FOCUS

THE PRIVATE HOTEL SCHOOL

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It is Spring!

As our lives are made up of certain seasons so is nature. The months have rushed past and we find ourselves in the beautiful season of Spring. Spring signifies freshness and a newness. Each day wakes up to the song of chirpy birds welcoming the day. The days are also warmer and sunnier. There appears to be 'lightness' in the air and a bustling excitement for the last few months of the year.



Creating Joy through Wine and Hospitality

PHS Alumni

Mr André Craye, a recent graduate of The Private Hotel School took the initiative and became an entrepreneur. He started planning his business while living on campus and studying at PHS. He relocated to Johannesburg during December 2012 to launch Hotel and Wine Dynamix, which he currently operates as Managing Director. They provide wine tasting experiences for corporate groups at hotels, lodges and conference centres as well as staff training in wine service and wine list consultation. André says that if he did not apply to PHS and moved to Stellenbosch to study hotel management, he would not have been introduced to the wine industry. PHS opened up a world of possibilities through education in the classroom and exposure to hospitality through practical experiences. André further says that his future was conceived at PHS, and that his time spent working at establishments for work based learning and the internship was priceless. André leaves the following advice to current and prospective students, "When that idea enters your mind, the kind that wakes your senses and makes you feel on top of the world, keep it. Don't let it go. Realise it, capitalise on it and make it happen. No one can stop you, and the people you surround yourself with will inspire you to carry on. Work hard, get through your studies and roll with it!" We are proud of you André and wish you all the best.



Service is the name and hospitality the game



Service is the name and hospitality is the game, says Ms Tayla Swanepoel, second semester International Hospitality Management candidate. She strongly believes in good service and says that service and attitude are like Bonny and Clyde; inseparable. Tayla further says that "They may co-exist without one another, but not very effectively. Consider the last time when you have received good service; was the service good because it was flawless or was it good because that particular member of staff was attentive to your needs, friendly and whole heartedly strived to deliver you with an unforgettable experience? I can guarantee you that in most cases one classifies service as good not because it was so perfect but because there was heart in its delivery. Customers do not want robots serving them; if they did they would have gone to a vending machine. People want personalized service; they want to feel like a celebrity, that the person serving them is really enjoying serving them and WANTS to provide them with that unforgettable experience. Hospitality is a tough and demanding trade but you chose this career path for a reason, you have a passion for people and to make them feel special. Don't forget why you so felicitously stumbled upon your career path and strive to perfect YOUR service excellence... I know I will". Word from the wise and so true.



Coaching Yisiwe

Coaching leads to discovery and can be used as a tool for staff development. Dr. Deborah Johnson (Vice Dean of Innovation and Strategic Planning) has been coaching Ms Yisiwe Slaai (Receptionist and Administrative Assistant) since March 2013 and the coaching sessions are nearing their end. Yisiwe says that "The coaching sessions have been very beneficial and has assisted me to see things from a different perspective. It has given me a boost and I really enjoyed it". We wish Yisiwe all the best with her position and her future endeavours.

"Hope for tomorrow, live for today and learn from yesterday."



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