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Holiday Inn Inn touch



A MAGAZINE FOR THE STAFF OF ^{*}Holiday Inn



Senior management and GMs display the "Inn Touch with U" banner during the launch seminar at the Marine Parade Holiday Inn.

‘Inn Touch with U’ a campaign to guarantee guest satisfaction

from **Brian Saward**, group training manager

It was with pride and excitement that we launched our new staff training programme at seminars at the Marine Parade and Sandton Holiday Inns in December.

The programme is based on market research and management demand which showed that we need to put a lot of effort into improving guest relations. After all, our guests are our lifeblood!

At the two introductory seminars, general managers, regional

accountants and regional managers were presented with details of the campaign's objectives by operations director, **Peter Hearfield**, who also stressed the need for management commitment.

What are the features of "Inn Touch with U"?

- Each Inn will have its own manuals and trainee trainers
- All Inns will be given a series of entertaining training videos

- Praising slips will be left next to the telephone in each Holiday Inn room so that our guests can let us know when we 'get it right'
- New staff awards, including quality badges, will be issued monthly
- A special employee of the year award will be made annually.

The hotels already on stream are Sandton, Bellville, Cape Town and Jan Smuts.

New Year's Message from Peter Hearfield

1985 was not an easy year for business, and no less so for the hotel industry. The coming year will also present its challenges but I believe that with the spirit of strength, determination and teamwork which our Holiday Inners have always shown in good times and difficult times, we will meet these challenges head-on and make 1986 a profitable year.

As we move into the new year we have gone full swing into our new training programme, "Inn Touch with U", which I believe will bring forth some very positive improvements in our service to the very people who keep us in business — our bedroom guests and the people who eat in our restaurants.

You will all become involved in a series of interesting programmes which will make you a vital link in our organisation, which cares for our clients and makes them our first concern.

So let's all make a supreme effort to make 1986 a year in which we all keep 'Inn Touch' with our guests and really get those occupancies up.

I wish you a happy and rewarding year.

An Inn wedding



New Welkom GM, **Selwyn Selbst**, had something important to do before he left for the OFS: he married former Holiday Inner **Janine Wolfe** at Temple David in Durban towards the end of last year. Keeping it in the family, **Selwyn** and **Janine** held their reception at Ocean City. **Janine's** parents are at left and **Selwyn's** at right.

Edward is Sandton's best

Storeman **Edward Dlamini** is Sandton Holiday Inn's employee of the year — a popular choice judging by the response which the announcement attracted. According to one spectator, 'the house came down' when **Edward's** name was called.

John Mason told us that **Edward** had been chosen because he is always punctual, co-operative, friendly and helpful in his dealings with guests and his fellow workers alike — and always shows initiative.

— **Edward's** reward? A week for two at Durban's Marine Parade



Edward (left) receives congratulations from co-workers **William Mankelane**, coffee shop supervisor, and **Maggie Cindi** who works in the kitchen.

Holiday Inn including transport and spending money.



Welkom Holiday Inn

from **J Schuurmans**, head chef

Welkom F&B manager, **Sigi Loacker**, insists that there is always someone manning the buffet table, and the staff have found the solution: **Jimmy**, who is always there, always smiling!

MILPARK HOLIDAY INN

What's on the menu at Milpark

Thinly sliced avocado with prawns smothered in brandied thousand island dressing . . . grilled fillet of Merlu with sweet peppers, shrimps, capers and mushrooms . . . medallions of Springbok sautéed in butter and served with glazed goose liver tartlets and gnocchi . . . supreme of turkey with a watercress sauce . . . melon surprise and mince pies.

It's a Christmas dinner to make your mouth water, and this is the menu which greeted lucky guests at **Kurt Zanner's** festive table at the *Laager*.

The flair with which **Kurt** presented his delicious fare attracted revellers and discerning diners from near and far to the elegant, warm atmosphere of the



Kurt Zanner prepares his flamed Christmas pudding

Laager. Beautifully appointed tables took on a festive look with holly-laden silver candlesticks complementing the crisp white of fine crockery and linen against blue cloths.

Kurt Zanner has been in the business of fine food for fifteen years (he started early in Europe at age 16) and holds six gold medals for international culinary excellence.



Johannesburg Sun and Towers executive chef, **Brian McCune**, (left), presented **Paul Davies** (centre) and **Wayne Hawkes** with their joint award.

Top award for Pretoria's Paul

Several Holiday Inn trainees were among delegates at the professional cookery course which began at the Apex training centre in April last year and from which they recently graduated.

Shining star of the Holiday Inn contingent was **Paul Davies** of Pretoria Holiday Inn, who shared the award for the best student in professional cookery with **Wayne Hawkes** of the Cape Sun.

Excellence

Paul's achievement was based on excellence in practical perfor-



mance, theoretical examinations, time-keeping, housekeeping, appearance, and his attitude to his work, colleagues and his instructor.

We wish him continued success in his career with us.

Bloemfontein News

Four members of the Bloemfontein Holiday Inn management team did the hotel proud when they finished in the top 100 (97th place, in fact!) in a charity

fun run held in the city.

They also kept up the good name of the group during the beer drinking competition afterwards!



Our representatives in the charity fun run and beer drinking competition: from left, **Ben Sieberhagen**, **Chris Shough**, **Malcolm Muggeridge** and **Reg Krohn**.



It's easy to see why 'always a happy smile' was one of the comments made on **Eunice N'kosi's** praising slip. **John Mason** congratulated Eunice on her performance.

High praise for Eunice

Eunice N'kosi was one of the first Sandton Holiday Innners to receive a praising slip from a guest as part of our "Inn Touch with U" campaign.

Sandton GM **John Mason** said that the campaign had become an integral part of the Inn's daily routine.

"I have been delighted to see the management team as well as all the staff become enthusiastic and committed about the programme so quickly," he said.

"Inn touch with U"

Have any of our staff shown you exceptional service during your stay? If so, would you be kind enough to note his/her name below and the service rendered.

Thank you for staying with us!

Bruno
Bruno Corte
Managing Director

Name of Staff: EUNICE N'KOSI

GREAT CONSIDERATION - BEING
LATE RISES - SHE WAS SUPER
ALWAYS A HAPPY SMILE & SO
EFFICIENT & WARM G., VERY NEAT
+ ROOM KEPT NICE + TIDY.
EUNICE N'KOSI - THE 5 STAR MAID

Your name: MICHAEL + CECILY MORELLI

Date: 6 JAN 1986 Inn: SANDTON

Please hand in to Reception at your convenience.

Holiday Inn

Umtata Holiday Inn

Amid hard times Umtata Holiday Inn is happy to report that the sun is still shining over Transkei! November was a record month, particularly in food sales, which reached an all-time high.

Congratulations to our sous chef

Nigel Eagle and his wife **Isabel** on the birth of their son **Ricky Donovan**.

Farewell to **Denise Fitzgerald** who has joined the Gaborone Sun in Botswana.

CAPE TOWN HOLIDAY INN

We served no less than 950 guests at our Christmas day luncheon recently - quite a feat, but with the efficiency of our staff everything went off smoothly. All the restaurants and function rooms were filled and we colour-coded guests' tickets according to the room in which they had lunch.



One of 1985's most successful promotions at the Cape Town Holiday Inn was 'The Great October Steak Sale', which offered our guests giant T-bones for just R8,99. Sandwich boards mounted on the hotel's combis caused quite a stir in Cape Town and we shall definitely repeat this event this year.

The promotion caused some consternation at head office! Sandton's head chef, **Heinz Brunner**, confused by instructions to send **Peter Hearfield** a raw piece of steak, telephoned pr manager **Julia Douglas** who, needless to say, had no knowledge of the promotion. Confusion increased! Maybe next time Cape Town runs this promotion, Johannesburg will be

Our four-year-old disco, **Samantha's**, has had a well-deserved facelift. Samantha's is now a high-tech disco under the capable jockeyship of **Jan**, arguably the best female disc-spinner in the country!



honoured with a visit by the head chef himself with a cooked piece of steak!!



PE hosts Youth Congress

Towards the end of last year we hosted the National Youth Congress and accommodated several prominent personalities including the State President, **Mr PW Botha** and **Mrs Botha**, and Ministers **Heunis**, **de Villiers**, **le Grange** and

Munnik. Also among our distinguished guests were the Speaker of the House and many deputy ministers. Our new banquetting co-ordinator, **Janine Hills**, teamed up with Minister **Chris Heunis** for a photograph.

Coveted award for Cape Town

The Cape Town baillage of the respected Chaines des Rotisseurs has presented the Cape Town Holiday Inn with a blazon for excellence, one of just three awarded to Cape Town restaurants.

Executive chef **Mark Charlish** presented a Soirée Gastronomique Anglaise, pronounced by the guests as 'magnifique', to earn the Paris-approved blazon for his Inn.

Among the six courses presented by Mark was a succulent venison dish using game shot for him in Kimberley by a colleague.



Phyllis Hands, baillie of the Chaines des Rotisseurs, presented the blazon to Mark Charlish and Cape Town Holiday Inn GM Mike Pettitt (right).

Photograph: The Cape Times

Mile for Matthews

Holiday Inn's first Expo Street Mile in Durban was won in fine style by versatile athlete **Matthews Temane** in a time of 3:59:6 after a last-minute dash to victory.

First woman home was **Gwen van Rensburg** of Savages.

The race finished outside the Marine Parade Holiday Inn where the runners were treated to a sumptuous cocktail party and prizegiving.



Group operations director Peter Hearfield presents Matthews Temane with the trophy at the Marine Parade Holiday Inn.

First aid helps

Ten Marine Parade staffers have attended a first aid course held by the St John's Ambulance Association in accordance with the requirements of the Machinery and Occupational Safety Act.

The 20-hour course involved instruction in bandaging, artificial resuscitation, and how to cope with fainting, heart attacks and choking. Any of these mishaps could befall a hotel guest or a staff member.

All ten participants passed the written and practical examination and were presented with certificates which are valid for three years.

Our first-aiders display their



certificates. They are, from left: **Debbie Harvey**, secretary to the general manager; **Nora Parsons**, personnel manager; **Louise Matthews**, banqueting manager. **Clive Bolton**, general manager, holds the certificates of those staff members who were not available for the photograph (**Merle Palmer**, cocktail bar

hostess; **Stephanie Howell**, front office shift leader; **Charmaine Naicker**, restaurant cashier; **Harry Nagoor**, room service supervisor; and **Shirley Harley**, floor housekeeper). On Mr Bolton's left are **Bobby Naidu**, maintenance handyman and **Freddy Perumal**, assistant restaurant manager.

Honour for Andy

Bellville Holiday Inn's banqueting co-ordinator, **Andy Roman**, has been honoured by the Bellville Rotary Club for outstanding service to the community. He was presented with a commemorative certificate by the club's president at a dinner in the Bellville Holiday Inn's Forum Room.



Bellville Rotary Club president, Mr Wynand van Eyssen, presents a certificate to a blind post office worker. Our banqueting co-ordinator, Andy Roman, is on the right, just behind Mr van Eyssen.

Photograph: Die Burger



Cutting his specially-baked 30-year cake is Antonio Carrasco, watched by, from left, Ocean City GM Gunter Russek, operations director Peter Hearfield, coastal regional director Urs Geiges and Marine Parade GM Clive Bolton.

OCEAN CITY ROUND-UP

It was a double celebration for our security officer, **Antonio Carrasco**, when he turned 70 and looked back on 30 years' service with Holiday Inn and its predeceasing companies, including the Langham/Edward group. We wish him many more happy years with us.

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Congratulations to our F&B manager, **Mike Bartels** and his wife on the birth of their second son.

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We are sad to announce that **Jesline Dlamini** has passed away after a long illness. Jesline worked for us for ten years and will be missed by all at Ocean City.

Our maintenance manager, **Leon van der Westhuizen**, has taken first prize in the Natal light/heavyweight bodybuilding championships, and second prize in the South African light/heavyweight championships.

* * *

Former group head chef for the Langham/Edward group, **Manfred Gehring**, spent a month with us from Germany and was welcomed by the Chef's Association of South Africa and his many friends here.

* * *

Congratulations to our receptionist, **Noleen** (née Parker) on her marriage to **Des Davis**.

Beauty on the beach

Marine Parade Holiday Inn has taken top honours in Durban's first 'Keep the beachfront beautiful' competition, sponsored by South African Breweries and co-ordinated by FEDHASA and the KDBA (Keep Durban Beautiful Association).



The winners collect their trophies. From left: Clive Bolton, Marine Parade GM; Henry Klotz, deputy mayor of Durban; Marilyn Marthe of the KDBA; Stanley Trethowan, supervisor of Maluti, which won the flats section; and Jonathan Miles, marketing manager of SAB's beer division.

Photograph: The Natal Mercury

* * *

The stork has been at home in the housekeeping department, bringing daughters to **Annacletta Domba** and **Ruth Bhengu**. Congratulations to you both.

* * *

Holidays are inn for our salaries and accounts clerk, **Jenny van Zyl**, who won a seven-day stay in Mauritius for two by buying 25 tickets in a competition held to raise funds for SANTA's tuberculosis fund. Bon voyage, Jenny!

* * *

We congratulate our senior cook, **Isaac Ndlovu**, on his marriage.

Holiday Inn has announced several moves by general managers. They are:



John Mason



Selwyn Selbst



Mike Collins



Gary Bisset

John Mason becomes GM of Sandton Holiday Inn following his move from Welkom. **Selwyn Selbst** takes over the general manager's position in Welkom; he was formerly GM at Secunda Holiday Inn.

Mike Collins moves from Wilderness to the Umtata Holiday Inn as general manager.

Gary Bisset, formerly general manager at Umtata Holiday Inn, has been transferred to this position at Wilderness.

Otto Schellhas, head chef at Holiday Inn Jan Smuts, has left the hotel to study theology. Otto was part of the airport team for nearly 11 years.



That well-known friendly face at head office reception has been on the move lately. **Nina Heyns**, who has been with us for more than two years, has been appointed F&B secretary to **Bernard Jones** and **Livio Contini**, and is delighted with her promotion. We wish her well.

Umtata Holiday Inn's former head chef, **Gary Ellis**, has moved to Wilderness.

Rob Schinard has been transferred from Port Elizabeth to the Pretoria Holiday Inn as food and beverage manager.

Ron Carlson, formerly of Bloemfontein Holiday Inn, takes over as the new F&B manager in Port Elizabeth.

Belinda's back!

That familiar face, **Belinda Allen**, has rejoined Holiday Inn as sales executive sports promotions.

Belinda left England to come to South Africa in 1976 and coached tennis here before joining Holiday Inn, where she worked in the sports secretariat office. After a spell working for the international sports coordinator at head office, she was promoted to the position of sales executive sports in 1979, with responsibility for promoting golf with the casinos, and national sport.

In 1982 she went to America but returned after two years to join Sun International as a sales executive sports for Wild Coast Sun and Sun City. In mid-1984 she joined SI's travel department



Belinda gets back into the sw-inn-g of things as she discusses a promotion with Gavin Laing.

where she was in charge of tour operators and the local travel industry, and later Mauritius.

She now joins **Gavin Laing's** department and will be responsible mainly for golf, bowls and squash as part of our valley period promotions.

It's good to have you back, Belinda!

Our new financial manager



We welcome our new group financial manager, **Marilyn Lewis** – the first woman to take up this position with Holiday Inn. Marilyn has been 'part of the family' for some time, having worked in South African Breweries' financial department and, before that, she spent more than four years with Amalgamated Retail, an SAB subsidiary. A Wits graduate, Marilyn obtained a CTA which she converted to a B.Acc. and C.A. (SA).

Ulundi welcomes Chief Minister

The annual Christmas party for His Excellency **Dr Mangosuthu Buthelezi** at Ulundi is a special occasion every year, and traditional singing and dancing form part of the festivities.



Pictured with the Chief Minister of KwaZulu (centre) are, from left: Friedrich Kaiser, Ekkehardt Rensch, Kylie Goldsmith, Lucky Hlongwa, Derreck Ndwandwe, Edward Mabena and James Clelland.

Our new tourist attraction is almost complete and ready to open.

'*Ondini Umuzi*' is a typical Zulu stockade with its own

thatched ablution blocks and is some 5 km away from the Ulundi Holiday Inn, which is responsible for management of the complex.

Guests will be able to experience all the ethnic delights of the Zulu lifestyle and entertainment will include traditional dancing and singing.

Our Hong Kong chefs return

Two of our top chefs, **Mark Charlsh** of Cape Town and **Markus Haller** of Sandton, have wowed members of Hong Kong's World Trade Centre Club with their talents in South African cooking.

This annual event is held to promote South Africa as an attractive destination for tourists and gourmets alike, and an executive chef from Holiday Inn is invited to prepare typical local dishes.

Only South African ingredients are used for the festival and this year SAA transported some 8 000 kg of local produce to Hong Kong. Guests of the club were able to enjoy a number of delicious creations, including smoked snoek, butternut soup, Perlemoen, Springbok, and avocado, prepared as only a



Staff from the Milpark's Laager restaurant were in ethnic dress for the press function. From left: Runet Ximba, waiter; Markus Haller; Vadi Govender, Maitre D'; Mark Charlsh; and Simon Nkomo, waiter.

South African-based chef knows how.

As part of the publicity surrounding the event, Milpark Holiday Inn hosted a luncheon at which the event was announced

to the local press. Hats off to Mark and Markus, as the small press group was wined and dined in one of the Milpark's suites and the bedroom was converted into a makeshift kitchen!

The winners!

Congratulations to the winners of our last competition, in which we asked you to identify the article and page number relating to six pictures featured in the last issue.

The winners are:

First prize of R25: **Nicholas Magwaza**, a cashier at Ocean

City;

Second prize of R15: **Susan Mazibuko**, a cashier at Jan Smuts; and

Third prize of R10: **Lorraine Masilo** of Corporate Services at head office.

Congratulations to you all. Your prizes are on their way to you.

Poland calling

As an international hotel group we naturally receive correspondence from countries throughout the world,

but we were nevertheless delighted to read these charming letters from two collectors in Poland.

GOOD MORNING SIR!
MY NAME IS ROTR ZUŠKA.
COLLECTOR OF LABELS AND
PROSPECT VILBRE VERY
HAPPY YOU SEN ME ENY
LABELS AND .PROSPECT
FORM YOUR FIRM.
THANK YOU VERY MUCH.
MY ADRES:
DIETR ZUŠKA
UL. DIASÓW 20 d/19
56-600 KROSNO ODRZĄSKIE
POLSKA

GOOD MORNING SIR!
COLLECTOR OF LABELS AND
PROSPECTS VILBRE VERY
HAPPY YOU SEN ME AND
LABELS AND PROSPECTS FIRM
YOUR FIRM THANK YOU VERY
MUCH.
My address:
Banián Andej
Czarna 82 ul. Kłopot
31-125 woj. Śląskie
Poland



The graduates, from left: back row – **Robert Fillis, Dean Ford, Paul Lambrick, Paul Aalbersberg**. Middle row: **Peter Cumberlege**, group personnel manager; **Teresa Dawe, Richard Bray, Terence Giltrow, Anthony Hazel, Paul Carr, Mark Hudson and Peter Hearfield**, group operations director. Front row: **Frank de Metz, Mark Hibberd, Debbie Gormally, and Adam Brine**.

Our trainees graduate

Third-year Holiday Inn trainees who have completed their training have celebrated their graduation at a luncheon hosted by the President Holiday Inn.

Based on their academic marks and assessments, **Mark Hibberd** came out tops, **Paul Aalbersberg** second and **Paul Lambrick** third.

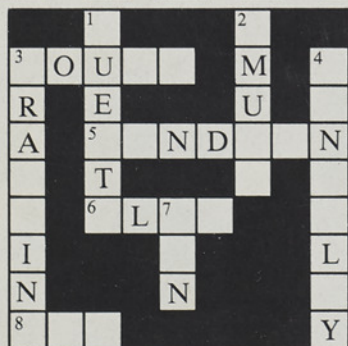
Crossword

WIN R50
IN PRIZES!

Here's an easy crossword puzzle for all our readers to try. All the answers relate to our 'Inn Touch with U' campaign and can be found in this special issue. Send your entries to **Julia Douglas, Inn Touch competition, Holiday Inn head office, P O Box 4280, Johannesburg, 2000**. Cash prizes for the first three correct entries drawn will be R25, R15 and R10.

Down

- 'Inn Touch with U' is a campaign to guarantee satisfaction for our (6)
- Jan Holiday Inn is one of the hotels already running the new campaign (5)
- Each Inn will receive entertaining videos (8)
- An employee of the year award will be made (8)
- Let's keep Touch with our guests (3)



Across: 3. Our new campaign is called 'Inn with U' (5). 5. One of the launches of the campaign was held at Holiday Inn (7). 6. If you do your job exceptionally well, you may receive a praising from a guest (4). 8. Praising slips allow our guests to let us know when we '..... it right' (3).

Name:

Hotel/office:

Your job:



Prue Leith (right) with her assistant for the tour, **Dee Milner** (left) and Sandton Holiday Inn executive chef, **Heinz Brunner**.

The proof of Prue's pudding is in the eating!

One of South Africa's finest exports, **Prue Leith**, returned to her native country as Holiday Inn's guest and demonstrated her world-renowned culinary style at the Eastern Boulevard, Sandton and Marine Parade Holiday Inns.

Since opening **Leith's** in London (one of Princess Margaret's

favourite restaurants) Prue has written several books, had her own TV series and is currently cookery writer for many newspapers. She also runs her own cookery school, **Leith's School for Food and Wine**, and is a Fellow of the Royal Society of Arts.