COMPANY PROFILE
The Newmark Way’ is entrenched in passion, holistic focus and forward-thinking.

‘The Newmark Way’ is:

• Driven by passion and focus; success is achieved by first establishing a solid infrastructure required to make a vision unfold – before pursuing such goals;

• An holistic approach towards hotel management; offering a comprehensive range of services, including operations, marketing, human resources, information technology, finance, procurement and revenue management;

• Extensive experience in taking projects from inception to completion and opening.

• The path that sees the enormous wealth of talent in the group continually recognised and fostered.

• Entrenched in four distinct values carried throughout the groups’ ranks: RESPECT, COMMITMENT, CARE and WORTH.

Essentially ‘The Newmark Way’ means being committed to realising worth through investing resource, reputation and resolve across a diverse product range that shares singular competitive excellence.
We are committed to the pursuit of **SERVICE EXCELLENCE**.

We epitomise **LOYALTY** by working collaboratively with our guests, employees, partners and suppliers to exceed shared goals.

We are **PASSIONATE** about making a measurable impact.

We consistently strive for **INNOVATION** that makes a difference and to be at the forefront of global trends.

We exhibit **INTEGRITY** at all times.

We **RESPECT** all our partners and ensure our relationships are mutually beneficial.

**OUR CORE VALUES**

**SERVICE EXCELLENCE**

**LOYALTY**

**PASSIONATE**

**INNOVATION**

**INTEGRITY**

**RESPECT**
PORTFOLIO LISTING

Hotels & Lodges
Victoria & Alfred Hotel
Queen Victoria Hotel & Manor House
Dock House Boutique Hotel
La Splendida Hotel
Drostdy Hotel
Nkomazi Game Reserve
Motswari Private Game Reserve
Geiger’s Camp
Hallmark House
Chuini Zanzibar Beach Lodge
The Onyx
The Spectrum

Restaurants & Bars
Dash Restaurant & Bar
Ginja Restaurant
Sótano Restaurant
De Camdeboo Restaurant

Marvel Tours
Airport Transfers
Adventure Tours
Car Rentals
Cycle Tours
Eating Out
Luxury Yacht
Helicopter Tours
Safaris
Shark Adventures
Wine Tours
Scuba Diving & Snorkelling
Canoeing
Cultural Experiences
The personal hand written note of welcome is telling... as sign of the style that is the hallmark of a very special hotel... the style that sets apart the Victoria & Alfred Hotel on the Pierhead in Cape Town’s Victoria & Alfred Waterfront.

You can feel the ambience of famous colonial Cape Town as you step into the foyer, sense the past of shipwrecks and storms that colour every corner, then relax in the elegant contemporary bedrooms. Savour the atmosphere of one of the world’s most interesting working harbours. Built in 1904 as the North Quay Warehouse and converted in 1990 to a luxury hotel, it is named in honour of the Queen of England and her son. Prince Alfred visited the Cape in 1870 and officially opened the Breakwater basin, today’s Victoria & Alfred Waterfront.

The Forum Conference and Banquet Centre is a cut above the rest, with state-of-the-art equipment. Only the highest standards of service are good enough for our valued guests. The Forum is popular for conferences, dinner dances and special occasions, such as product launches, birthdays and weddings - the venue can host from 20 to 100 people depending on the event.
Victoria & Alfred Hotel - V & A Waterfront, Cape Town
What sets this unique five-star boutique hotel apart is the attention to detail given by the creative team responsible for its development, who achieved this through their unwavering passion for awe-inspiring design. From the creative brief of ‘where classic elegance meets contemporary design’, every effort has been made to ensure that the 35-room Queen Victoria Hotel is a haven of calm, luxury and understated opulence amid the hustle and bustle of Cape Town’s popular V&A Waterfront. The interiors create an ambience of peaceful elegance, through the use of greys and taupes, marble-clad walls, crystal chandeliers, white marble and wooden parquet flooring, not to mention the triple-volume foyer with its dramatic white spiral staircase, glass lift and crystal chandeliers.

The signature shade of deep purple has been employed to add a touch of regal eccentricity as an ode to the historic figure after whom the hotel is named. From the food and beverage offering at the hotel’s restaurant and bar, Dash, to the interior aesthetic, the Queen Victoria Hotel embodies a sense of international flair fused with local flavour.
Queen Victoria Hotel - V & A Waterfront, Cape Town
The Manor House in the V&A Waterfront, Cape Town which has four separate and private exclusive suites, is annexed to the Queen Victoria Hotel. The suites at The Manor House enjoy unrivalled and uninterrupted views of Table Mountain, each with their very own private patio or Juliet balcony.

Guests can expect in-room amenities by Molton Brown as well as exclusive butler service. The Manor House has a private dining room, which can accommodate up to four people, coupled with a range of facilities and activities offered at Newmark’s adjacent properties; the Victoria & Alfred Hotel, the Queen Victoria Hotel and Dock House Boutique Hotel in the same precinct. From divine spa treatments at the Santuary Signature Spa, to delicious artisanal style dining at Ginja Restaurant or fine dining at one of Cape town’s top restaurants, Dash Restaurant & Bar.
The Manor House - V & A Waterfront, Cape Town
Dock House Boutique Hotel is a unique and opulent jewel in the crown of Cape Town’s glamorous, world-famous Victoria & Alfred Waterfront, offering discerning guests, visiting dignitaries and celebrities exclusive accommodation and personalised yet unobtrusive butler-style service in an excellent world-class setting.

Originally built as the Harbour Master’s private residence in the 1800’s, this grand architectural gem has been transformed into one of Cape Town’s most exclusive and elegant boutique hotels. Understated grace meets contemporary-classical glamour; from the groomed gardens surrounding the inviting outdoor swimming pool and bar area, to the well-appointed interior, which boasts five plush bedrooms, a spacious suite, an elegant Morning room and a private library.

Situated opposite the graceful Time Ball Tower and its sister property, the elegant Queen Victoria Hotel, in the Waterfront’s Portswood Precinct. This prime V&A Waterfront location ensures that guests have safe and convenient access to the vibrant harbour area, upmarket shopping malls, excellent restaurants, entertainment areas and ocean cruise facilities – all of which are within walking distance.

The hotel’s central location also allows swift access to Cape Town’s bustling CBD, pristine beaches and other major tourist attractions.
This chic and iconic hotel is ideally situated on the bustling Mouille Point promenade – Cape Town’s own “platinum mile”, minutes away from the sights and sounds of the Atlantic Seaboard’s happening beaches and bars as well as the Victoria & Alfred Waterfront. Guests can enjoy a stroll along the promenade or just soak up the sun’s rays from the comfort of their room.

Whether sea or mountain facing, each of the 24 fully-equipped luxury rooms and suites of this art-deco style hotel contains everything required to make all visits pleasant and comfortable. The double-storey penthouses, complete with two balconies, are the ultimate haven for a memorable stay.

La Splendida offers majestic views of either the Atlantic Ocean or the newly developed golf course and Green Point World Cup Stadium. Rooms are non-smoking and the spacious solitude of all rooms is a good place to retire after a day of work or play in the city or enjoy a delicious meal and drinks at the trendy Sotano Restaurant situated in the foyer of the hotel.
La Splendida - Mouille Point, Cape Town
Hallmark House, which was built originally in the 1970s as a diamond-polishing centre, is in the heart of the Maboneng district on the east side of the Johannesburg CBD. Maboneng – which means ‘place of light’ in Sotho – is owned and being developed by Propertuity. It is an exciting and vibrant new neighbourhood that’s quickly becoming a destination for people who enjoy seeing the expression of current creativity and entrepreneurial spirit in all its modern urban forms: from graffiti to art centres and photo walks; from markets to yoga studios and new designer shops; the area is edgy and vital.

Hallmark House, on Siemert Road, comprises a mix of residential and hotel apartments; the hotel will have 46 apartments on two storeys but will also run a concierge service for the residents’ apartments. There will be two restaurants one on the ground floor and The Grande on the roof top. The position of Hallmark House allows 360 degree bird’s eye cityscapes of Johannesburg and Hillbrow. The new state-of-the-art building and the hotel within it include 24-hour manned security, secure parking, high-speed internet over fibre optics, art installations throughout all spaces, a gym and, of course, instant access to all the excitement of the area.
Drostdy Hotel is situated in the beautiful town of Graaff-Reinet which was established in 1786 and is South Africa’s fourth oldest magisterial district. The town contains over 220 heritage sites which is more than any other town in South Africa and has examples of magnificent Cape Dutch, Victorian and Karoo architecture.

The Drostdy is a landmark hotel situated in this historic town and offers luxury accommodation for the discerning traveller. Stretch’s Court incorporates 31 rooms, the Ferreira Precinct hosts 7 rooms in their own secluded area and Kromm’s Court an additional 10 rooms with selected room types offering private verandas.

Each room is equipped with their own en-suite bathroom, offering guests modern day room amenities including free wireless connectivity, satellite television, individually controlled air conditioning and a mini bar. Guests have access to a spa, gym facilities, a business centre and a choice of three pools. The Drostdy proudly supports the SA College for Tourism.
Nkomazi is an ecological Aladdin’s cave of natural treasures, from its towering ancient mountains to its broad river valleys and impressive grasslands containing countless animals and rare flora such as the Barberton Daisy. This area is often referred to as the holy grail of geology with some of the oldest rock formations on the planet.

South-west of the Kruger National Park lays a land of wonder. The savannah plains surrounding the Komati River and framed by ancient mountains are the perfect image of Africa. The Nkomazi Game Reserve is not only home to a high density of game in malaria-free area, but has an abundance of San rock art, an incredible diversity of plant life and over 300 bird species. Situated in the Mpumalanga province of South Africa, close to the picturesque town of Emanzana (previously known as Badplaas), the Kruger National Park, Pilgrims Rest, the Blyde River Canyon, God’s Window and other wonders of the escarpment region.

The Komati Tented Lodge offers tented suites in a private setting with luxury amenities. Each tent has an extra-large king size bed, comfort cooling/heating and en-suite shower with an outdoor bath, and private expansive teak sun decks with a plunge pool positioned to blend into the landscape and linked by decked walkways and man-made paths through the bush. Furnished with luxury campaign style furniture, creating a traditional “Out of Africa” feel with all the added comforts and luxuries.
Nkomazi Game Reserve - Badplaas, Mpumalanga
Open to the Kruger National Park and playing host to Africa’s Big Five is Motswari Private Game Reserve. One of South Africa’s jewels nestled within the Timbavati Nature Reserve, this family-owned and operated four-star luxury safari lodge prides itself on its warm atmosphere and luxurious accommodation.

The name Motswari means “to conserve and protect” in Tswana and the owners have held the name to be a promise to each of their future friends who arrive to share in the splendour of an African sunset at this vintage bush lodge.

The 150 square kilometres that make up the reserve are part of the greater Kruger Park and guests are treated to wildlife in their natural habitats as part of their unforgettable experience of Southern Africa. Ideally situated and exclusive, Motswari Private Game Reserve holds the best of everything for the traveller to the untamed majesty that is Africa.

With 15 luxury-appointed en-suite bungalows, each with air-conditioning, and all offering unrivalled bush views, guests enjoy a high level of comfort which complements our level of service excellence. The naturally-furnished interiors of each bungalow reflect the wonders of nature that exist just outside the windows.
Geiger’s Camp originated as a traditional-style family home for the late Roland Geiger, and it retains this homely feel, elevated to luxury accommodation standard. An exclusive little hideaway built from rock and stone, it has four Private Bedrooms which makes this camp ideal for a private booking for family or a group of friends.

Each Private Bedroom is different, tastefully styled by owner Marion Geiger-Orengo, an artist by profession, along with her friend and collaborator, Cape Town interior decorator, David Strauss. Sumptuous antique and art deco chairs, an old chest with its own story, a room divider with leather inset next to a hanging brass lamp ... each room is an eclectic treasure trove of furniture, meticulously chosen and appointed a space on a cool, screed floor. In the spacious bathrooms are freestanding, ball-and-claw baths and copper basins that complement the feel of being on safari in a more genteel era. Or you can cool off under an outdoor shower.

Marion’s paintings personalize each room, which have their own private decks overlooking the bush, though most of your time will be spent on the main deck, a beautifully decorated vista full of texture and colour, punctuated by an oval infinity pool with uninterrupted views of the bush.
Gieger’s Camp - Timbavati, Limpopo
A piece of paradise situated on the tropical island of Zanzibar, formerly known as Hakuna Matata – Chuini Zanzibar Beach Lodge is the ideal beach getaway – surrounded by palm trees with the warm azure Indian ocean right at your doorstep. The historic Old Fort of Zanzibar and Forodhani Gardens is just a mere 6-minute walk away allowing you to indulge in the local culture.

Each of the thatched bungalows are furnished with contemporary beach-style décor, traditional finishes and panoramic ocean views encompass an ambience of the perfect retreat.
Chuini Zanzibar Beach Lodge - Zanzibar
This exciting, contemporary luxury apartment-hotel offering called The Onyx will open its doors in October 2018. This is a fantastic addition to the Cape Town Newmark portfolio and will complement our already well established Waterfront collection. The Onyx, situated opposite the Cape Town Convention Centre with daily shuttles to Newmark’s iconic Victoria and Alfred Hotel in the Waterfront once again highlights the importance of location.
The Spectrum in Morningside will be a spectacular apartment-hotel offering, in what I believe to be an idyllic location in Sandton. The accommodation module will be a fantastic addition to the Newmark portfolio. The growth in our company has largely been dictated by our Newmark guest demand and as a result of that we are very confident and excited about this addition. We will be intricately involved in the design and finish components of this development and will ensure that the final product will fit well within our award-winning offerings. Through our experience with previous ventures we have always dwelled on location as being key and hence the reason we have been so patient in looking for the perfect property in Sandton. The Spectrum will be supported by the full Newmark team and we have already started strategising and laying out the plan to launch this very exciting hotel.
Dash is the restaurant and bar offering at the Queen Victoria Hotel, named after the Queen’s favourite pet. There is nothing cute about this space, however on the contrary it is the ultimate in sophisticated fine dining. The 36-seat Dash offers patrons an elegant yet relaxed experience with a touch of drama in the presentation of the well-crafted menu. The menu focuses on the unique flavours of each ingredient, which, except for the caviar, are all sourced locally.

While Dash caters to guests of the Queen Victoria Hotel, it is also a stand-alone restaurant and bar that encourages patrons from near and far to enjoy its delectable cuisine. The bar is the perfect after-work drinks venue, with an extensive selection of single-malt whiskies and wines. The signature royal purple of the bar stools, the gleaming mirror ceilings and double-sided fireplace, enhance the prevailing sense of wonder, together with the panoramic view in front of you. The menu at Dash is concise and well-priced, and changes every few weeks when new ingredients become available.
A stone’s throw from the water’s edge in the heart of the V&A Waterfront, this chic new restaurant offers a wonderful atmosphere in an inviting and contemporary interior, a delicious artisanal and wholesome menu, with superb views across the Waterfront to Table Mountain.

A comprehensive and well-priced menu that will appeal to everyone has been lovingly created by Executive Chef, Stefan Muller. There’s something to satisfy all palates at Ginja. A food mecca for a huge range of cuisine styles, Ginja is the place where you can snack or dine out; where you can take the children; where you can meet friends for coffee and cake or enjoy sundowners with friends or colleagues. Whatever you fancy, you can undoubtedly make a meal of your experience at this exciting and attractive new restaurant. Enjoy the buzz at this new hotspot at the Waterfront while taking in the iconic views of Cape Town right in front of you.
For a taste of the Karoo itself, indulge in the exquisitely prepared dishes at the Drostdy Hotel’s De Camdeboo Restaurant. Local venison, ostrich and the famous Karoo lamb feature prominently on the menu with an excellent selection of Cape wines. Infused with the flavours of fynbos, rosemary and thyme which grows in abundance on the surrounding plains.

The setting will remind you of a romantic era, two centuries ago.
Sótano offers an all day Mediterranean style dining and cocktail experience. Drawing on inspiration from all over the Mediterranean, Sótano (Spanish for “cellar”) is a casual eatery that concentrates on using fresh, seasonal produce to create simple but delicious dishes. In the warmer months guests can enjoy beautiful views of the Mouille Point promenade and tuck into flatbreads, beef tartare, grilled calamari or fresh fish. Guests can grab a seat inside by the fire, order a glass of red wine and try out hearty comfort food or a light meal off the tapas menu providing a great way to have a quick bite and relax with a few friends.

As the name suggests, there is a strong emphasis on wine, with a good mixture of boutique wineries and more established farms. Having been responsible for the much-loved Caveau restaurants, the operators pride themselves in choosing wine that will satisfy a wide range of tastes and budgets.
CONVENIENTLY BOOK THESE AMAZING TOURS THROUGH US

Wine Tasting • Cycling Tours • Shark Cage Diving • Hiking • Kitesurfing • Paragliding • Helicopter Tours • Surfing
Stand-Up Paddling • Whale Watching • Sightseeing • Township Tours • Foodie Tours • Snorkelling With Seals
Robben Island • Jazz Safari • Sidecar Adventures
Neil Markovitz is the founder and Managing Director of Newmark Hotels (Pty) Ltd; a brand which boasts over 40 years of success since it was initially established as the Ambassador Group in 1972. Neil studied locally and abroad where he graduated with a Bachelor of Science and Hospitality Management degree. After garnering international working experience he returned to South Africa to take up an opportunity at the proposed V&A Waterfront development. Neil was responsible for the conception, project management and construction of the Victoria & Alfred Hotel in 1990 where after he was appointed General Manager of the Ambassador Hotel and subsequently General Manager of V&A Hotel. His vision grew and he established the Sports Café brand within the Ambassador Group opening stores throughout South Africa and setting up the franchise operation. Neil was appointed as Director of Operations for the Ambassador Group in 1994; which included the V&A Hotel, the Ambassador Hotel & Executive Suites, the Sports Café Franchise and Marvel Tours and in 2000, he was appointed as Managing Director of the Ambassador Group. Neil established Newmark Hotels in 2007 with the sole aim of developing a prestigious portfolio of hotels which include the V&A Hotel, the Dock House Boutique Hotel & Spa, the Ambassador Hotel & Executive Suites and Marvel Tours. By 2010, Newmark had acquired La Splendida Hotel and soon after opened another 5-star Waterfront property called Queen Victoria Hotel in April 2011. Only a year later Motswari Private Game Reserve, situated in the world-renowned Greater Kruger National Park, also joined the portfolio. The portfolio has continued to grow and diversify under his exceptional leadership. Neil has also served as Chairman of FEDHASA Western Cape, on the board of Cape Town Routes Unlimited as Deputy Chairman and Director of Cape Town Tourism.
Garth has a diverse career background, although it has always directly or indirectly been property related. Having worked in London and Germany his experience provided him with the tools to work in a dynamic atmosphere with a diverse team. It allowed him to utilise his technical ability to resolve reporting changes as well as structure reporting techniques. All this has assisted him in his role at Newmark where the hotel industry is constantly evolving and one must adapt in order to stay ahead. He believes in order to grow we constantly have to realign ourselves, whether it is systems or staff. This means constantly analysing the business. Garth’s vision is to be involved in the growth of the Newmark portfolio. This shouldn’t be only associated with bottom line growth, but also brand growth whereby high quality accommodation is always associated with Newmark.

A Group Director since 1984, Selwyn Veley’s wealth of experience includes 29 years of directorship and valuable insights into financial management and accounting. He is responsible for providing expertise in the planning, organizing, implementation and control of Newmark’s clients’ interests. He also develops in-depth feasibility studies for future developments and is committed to ensuring that acceptable returns on capital are achieved for our clients. His mission statement is to develop and expand Newmark’s portfolio of luxury hotels and to continue to grow as they have over the past two decades!
A veteran of effectively managing the operating results of high end businesses in the hospitality sector, Andy Nold has been integrally involved in the growth of Newmark’s iconic Cape Town Waterfront collection and expansion of the portfolio throughout Southern Africa. Fixated on quality, training and development Andy serves as a mentor and guide to the portfolio’s General Managers, as well as heading up group Human Resources and Procurement.

Spanning a diverse range of companies Lina uses her experience to sell the portfolio for Newmark. She understands the importance of service delivery on a product chosen for a client. If the client likes and trusts you – they will buy your product – the product must then deliver what was promised. Passionate about her family, people, travel and sales she loves working in the tourism industry meeting so many different people from different walks of life. She engages the personalised Newmark ethos and although the focus is on figures and making target the quality of the guest experience is always considered. Lina’s vision is to continuously grow the Newmark portfolio into a well-recognized global brand within the travel industry.
Ryan was one of the first Revenue Managers within the Protea Group. He was involved in the writing and implementing of the Micros Opera Standard Operating Procedures. Initially Ryan had a passion for food and saw himself as a Chef. Realising this was not something he wanted to do every day he pursued the hospitality industry and being exposed to all the different aspects realised this was his right path. Natural analytical skills and a love of technology and change pulled him into the direction of Revenue Management. His vision is to take Newmark and all its properties to the next level in revenue management, by embracing all the technological advances available.
The Human Resources department at Newmark Hotels, Reserves & Lodges is aimed at offering guidance and assistance relating to any form of staffing concerns, ranging from recruitment to managing misconduct and poor work performance.

Other areas of expertise include the following:

- Selecting and sourcing of suitable candidates
- Facilitating the training of Hotel School trainees
- Telephonic advice regarding labour law and other staffing issues
- Drafting of contracts and any other relevant documentation
- General administration of personnel files
- Coordination and administration of staff training
- Oversee company benefits such as medical aid and pension fund
- Coordination of annual staff performance appraisals
Revenue management helps to predict consumer demand to optimise inventory and price availability in order to maximise revenue growth. We gather information about the market so that you can be proactive and use the information to divide your market and adjust your products through the various distribution channels, to the right customer at the right time and at the right price.

Newmark offers the following Revenue Management system set-ups and assistance where applicable:

- Monitoring of reservations to ensure that all information is gathered for sales & statistics and to monitor the market mix
- Correct rate code set up in PMS (Property Management Systems) for reporting on market segments
- Connecting to a Channel Manager and training
- Connecting to existing and additional, viable OTA’s (Online Travel Agents)
- Connecting to a GDS (Global Distribution Systems)
- Training on updating 3rd party sites not linked to the Channel Manager
- Compiling annual rates sheets
- PMS loading of rates, packages, changes and admin where required
- Completing freesell contracts and updating block dates on a regular basis
- Communicating / training reservations personnel with BAR (Best Available Rate) and promotions
- Creating packages / promotions / specials for websites, email banners, Google AdWords and newsletters
- Weekly Revenue Meeting - analysing current month as well upcoming 6 months figures in terms of occupancies, rates versus previous year and current targets
With over 40 years of hospitality experience, the Newmark financial team has combined the conventional “penny wise, pound foolish” mind set with the more modern statistical and report based approach to finance. The combination of the two has resulted in a unique and effective financial offering. We are constantly learning and growing by keeping abreast of current industry matters. We believe in breeding knowledge and training staff at hotel level to understand the financial implication of every action taken. Our offering is complete and thorough and forms the core requirement for building a successful business.

The Newmark Financial offering includes the following:

- Executive Summary
- Monthly income statement
- Monthly balance sheet
- Monthly segmental income statement
- Comparative reports guided by competitive market
- Annual budget preparation and circularisation
- Staff cost analytics
- Key performance indicators
- Cash flow management
- Mid-Month expense scrutiny
- Maintenance of debtors book including online debtors
- Monthly debtors scrutiny
- Supplier control and liason (price negotiation)
- Authority of bank payments
- Annual audit guidance
- Submission of monthly SARS returns
- Training of hotel finance staff
The Operations Division is driven by the vast expertise of our team, which forms the backbone of Newmark’s extensive offering. Newmark’s operations management provides the foundation into which all other activities feed, by:

- Ensuring the efficient and effective execution of all operations, and by aligning these with the various other business units including procurement, sales and revenue as well as marketing;

- Effective management of food & beverage departments, a traditional loss leader within a hotel, to ensure turnaround of vital profits thereby providing ample justification of these departments’ existence;

- Providing a management solution that synergises operations with all business units to ensure proactive fulfilment of operational functions at all times.

Should the role of operations not be actively fulfilled, all other efforts from financial management right through to marketing would be fruitless. Basically, operations management is a fundamental element to the Newmark Hotels, Reserves & Lodges package.
Newmark Hotels, Reserves & Lodges has a team of highly skilled individuals at the core of the business to handle all reservations for the hotels and lodges in the portfolio. This efficient team is responsible for capturing the reservations in the appropriate system and then notifying the relevant hotel or lodge where necessary of any special events or requests. This allows for a seamless process and ensures that the guest’s stay is a memorable one!

LeftClick is the preferred ICT outsourcing partner of Newmark Hotels, Reserves & Lodges. LeftClick currently manages the ICT infrastructure from end-to-end - this includes both Desktop and Back-Office Server support and management, LAN and WAN support as well as year-round support to guests for connectivity to the internet. LeftClick is also responsible for managing the group’s IT Budget & Risks, and Strategic Road Mapping of Technology services for potential implementation at any of the properties being managed.
Annual Sales Activities

We cover the following markets:
Tour Operators
Corporate Companies
Production Companies
Conference Organisers
Travel Agents
Government

Weekly site inspections with existing and new clients
Weekly sales activity reports to the hotels
Monthly sales & marketing reports to the hotels
Weekly revenue and sales meetings analysing occupancies, rates and online portals
14 National sales trips per annum

Domestic Trade Shows including:
Indaba
We Are Africa (Pure Show)

International Sales Calls / Trade Shows / Road Shows – markets include:
UK – Sales calls and road show
Germany – ITB show Berlin and sales calls
Netherlands and Belgium – Road show and sales calls
Scandinavia – Road show and sales calls
USA & Canada – Southern Africa Showcase road show and sales calls
South America – Road show and sales calls

Other sales functions include:
Dedicated Sales Team conduct a minimum of 50 sales calls per week
Brochure and allocation negotiations with the Tour Operators
Rates contract issuing and negotiations
RFP / Tenders for corporate companies
Assistance with rate loading for Travel Agents on the GDS
Set-up of an annual sales and marketing budget

International Sales Offices
UK & USA
We are very active with our marketing activities and offer all properties within our portfolio the following services:

**Online**
Website: set-up, design, development, maintenance, reporting and analytics.
MobiSite: set-up, design, development, maintenance, reporting and analytics. Social Media: set-up, design, maintenance, applications and competitions and advertising.
Google AdWords: set-up, purchasing, management, reporting and analytics.
CRM: Newsletter design, coding, distribution, database management, reporting and analytics.

**Design**
Flyers, email banner adverts, brochures, pamphlets, banners, stationery, logos, emailers, conference stands, adverts, menus, packaging, invitations, presentations etc.

**Other**
Printing, corporate gifts, signage, re-branding, advertising/media placements, public relations, events and launches, copywriting, product procurement etc.
We look forward to welcoming your hotel to our award-winning portfolio and team.

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**Note:**
- Drosdy Hotel was awarded a 2017 Hall of Fame award by Tripadvisor.
- Victoria & Alfred Hotel was awarded a 2017 Travelers Choice award by Tripadvisor.
- Queen Victoria Hotel was awarded a 2017 Tripadvisor’s Choice award by Tripadvisor.
- Drosdy Hotel was awarded a 2017 Experts’ Choice award by Tripadvisor.
- Chumzi Zanzibar Beach Lodge was awarded a 2017 Experts’ Choice award by Tripadvisor.
- Victoria & Alfred Hotel was awarded a 2017 Insiders’ Select award by Expedia.
- Queen Victoria Hotel was awarded a 2017 Experts’ Choice award by Tripadvisor.
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