

## Introduction of Nominees – FEDHASA Cape Board Elections – 17 July 2019

### Hotels segment:



**Emile Langenhoven, General Manager,  
Lanzerac Hotel & Spa**

Started in the hospitality industry as a Debtors Clerk at the Arabella Hotel & Spa in Kleinmond. He went on to become the property's Accountant and was later appointed as Financial Manager at the Protea Hotel Victoria Junction in Green Point. This was followed by roles at Park Inn by Radisson in the Foreshore and the President Hotel in Bantry Bay, before he took up the position of Financial Manager at Lanzerac Hotel & Spa.

He shares: "After working for group and corporate hotels, the allure of a privately owned property was one I could not refuse. The fact that a new challenge - the wine industry - also came with the package, was a bonus. And then there's Lanzerac's exquisite setting..." Towards the end of 2016, Emile unofficially filled the role of General Manager before officially being bestowed the title when the Estate reopened on the 1st of July 2018.

When not hard at work Emile enjoys wine tastings. "I'm always trying to find somewhere new to go, but I also enjoy going to my favourite places. More recently, I have been spending weekends away, taking time to relax, but it also allows me to see and experience new places."

Emile's advice to those aspiring to become General Managers is: "Try to learn as much as possible about the business as a whole and constantly work at your professional relationships."



**Jeremy Clayton, General Manager,  
The President Hotel**

Born and raised in Cape Town, I was first involved in hospitality in the late 90's. Initially I was focussed on the F&B environment, especially world class restaurants



**Richard Lyon, General Manager: One & Only,  
Cape Town**

Richard is the General Manager of the One & Only, Cape Town, since September 2015 and is extremely passionate about people and business.

The development of people is without doubt the biggest privilege of being in the job that I am in, closely followed by developing and growing our business so that we can create more opportunities for more people. That is my "Why".

My wife and I have lived in Cape Town since 2007 and became Permanent Residents in 2014. Many people ask "why Cape Town" to which my answer is simple. I have travelled the world, lived in 12 different countries and Cape Town is the best place I have found.

My hotel career started with The Savoy Hotel Group in London followed by 27 years with Marriott International and a few other stops along the way.



**Chandresh Singh, General Manager,  
Sun Square & Stay Easy**

Hospitality wasn't my first choice at University, but I ended up here by default when too much fun at Varsity ended up in me not finishing my Degree in

and wines. During the 2000's I spent time working through Europe, attending CT Hotel School and ultimately working as F&B Manager on North Island in the Seychelles and assistant Lodge Manager at Singita Lebombo. I then returned to Cape Town where I worked with MORE Hotels (More Quarters and Cape Cadogan) before transferring to Madikwe Safari Lodge as GM. In 2013 my wife (Joanne) and I moved to Mozambique to manage White Pearl Resorts as the GM couple.

Since returning to Cape Town in 2015 I have managed The President Hotel which we have transitioned to be a fully independent and Capetonian brand. I have also JV'd with a number of other hotel managers and owners on projects across Cape Town and Africa. I have been a proud mentor on the UCT GSB program since inception and a member of the Wesgro Steering Committee for the "Nowhere better Campaign" developed to re-activate Cape Town as the destination of choice.

As part of the FEDHASA board I would primarily focus on leveraging the scale of FEDHASA's membership to build robust and reliable platforms and ratings mechanism to improve supplier chain and pricing as well as use disruptive technology to positively influence our industry. I would further work closely with the Marketing & Destination Management bodies to enhance communications and representation within the Tourism space for the Western Cape and South Africa. Finally, I would continue the work of levelling the playing fields for all hospitality establishments and the many initiatives already activated through the current board.

I greatly appreciate your support, Jeremy

### **Trusted Partner segment:**



**Faried Jones,**  
***Businessessentials for Hospitality***

Faried's seasoned accounting and robust entrepreneurial experience stretches over a 35-year time span. It all started when he joined the Protea Hotel Group in 1985, after completing his articles at a small accounting firm.

The Protea Hotel Group's professional ethos had a profound influence on Faried, emerging as the anchor that has served him well in his business engagements over the past few decades.

Faried reached a turning point in his life, during the early nineties, when his entrepreneurial flair came to the fore and he decided it was time to establish his own

Engineering. I started in the industry in 2000 at The Table Bay Hotel as a Mini Bar Steward and worked through the ranks to the position of Front Office Manager before leaving for The Westin in 2006. I then moved to Tsogo Sun in 2009 as Rooms Division Manager at Southern Sun Newlands, followed by Southern Sun Waterfront and then Deputy General Manager at Southern Sun Cullinan in 2012. In 2016, I moved to Johannesburg to take up the position as Hotel Manager at Intercontinental Sandton Towers. A short 10 months later, I was appointed as General Manager for the City Bowl project to set up this new dual-brand complex, consisting of StayEasy & SunSquare Cape Town City Bowl.

My passion is to nurture talent and develop the next crop of hospitality leaders. I believe I can make valuable contribution in FEDHASA by driving this vision.



**Karin Augustyn, Owner**  
**Cape Debt Clinic**

Karin Augustyn has been a member of Fedhasa since opening her business in 2014.

Cape Debt Clinic provides employers within the hospitality industry financial training for the staff with the aim of solving personal debt problems and providing general financial know-how.

accounting firm specializing in the hospitality industry with specific focus on hotels and restaurants.

Exposure to industry leaders in business and marketing played an influential role in sharpening Faried's grasp of best business practices. The unique blend of business acumen and financial expertise provided him with the edge to develop and implement strategically oriented financial and management accounting systems, particularly in the hospitality industry. A dynamic niche differentiation which led to the birth of his company name, Businessessentials for Hospitality.



**Joanne Hutchinson, MD Proactive Hospitality Solutions**

Joanne Hutchinson, is the Managing Director of Proactive Hospitality Solutions and Proactive Digital Concepts.

At Proactive Hospitality Solutions we specialize in providing a turnkey solution towards sales, marketing, digital and reservations efforts to suit the specific needs of our clients. Our bespoke services are geared towards maximizing revenue through increased turnover, whilst minimizing expenditure and reducing staffing requirements.

My 15 years' experience has resulted from working for boutique hotels, Lodges and Guest Houses and actively involved in the Reservations, Sales & Marketing efforts.

I have been involved in hotel openings, Reservations Audits and training as well as workshops. I am systems focused and driven by the way processes implemented need to be sound in order to see the correct results. I believe in working with great individuals and getting the best from our work. I am passionate about Hospitality and Tourism and I believe in South Africa and what our industry has to offer and therefore it is very important to me how Proactive and I contributes to the industry and teams we work with.



**Shireen Onia, Partner Service Gurus**

Shireen Onia has worked in the Tourism, hospitality, travel and property industry for the past 22 years.

Shireen is passionate about Learning and Development within the Service Industry with a view to delivering world class service experiences to the internal and external customer.

She is adamant about turning the business on its head by offering unique, new and exciting customer experience and leadership products, which is highly competitive and has numerous advantages for individual, team and organizational growth and development.

### **Young Professionals segment:**



**Noli Mini, Modern Spa Preneur Relax Spas**



**Ainsley Kistan, Guest Services Supervisor, Stay Easy Hotel**

Noli (Noluyolo) Mini is the founder and CEO of Relax Luxury Spa Group. Noli founded the business in 2010 as a Mobile Spa. The business develops innovative Spa Concepts for the Hospitality & Corporate Wellness. She has over 17 years' experience in the Hotel Spa Industry. Noli is affiliated to the Marriott International Hotel Group as a Spa support consultant.

#### **Supplementary background:**

She is currently the alternate chairperson of Fedhasa Young Professionals. In 2015, she was appointed as the Chairperson for the Fedhasa Cape Youth Segment. Under her leadership & guidance it was changed to Fedhasa Young Professionals. She is passionate about Hospitality, life, youth development and leading by example by sharing best ethical practices, she is passionate about inspiring up and coming leaders to live intentionally and be the best version of themselves while pursuing their careers in their chosen spheres.

She has been noted by the Entrepreneur Magazine as the Full Beauty, Wellness & Entrepreneurship Package to keep an eye on and has been named by the Entrepreneur Magazine as one of Africa's TOP 50 Entrepreneurs to Watch.

She holds a Supervisory Development Certificate from the Swiss School of Hospitality, Spa Therapy Diploma from Valerie Teubes Beauty Academy, Spa Management Diploma from Camelot International & Business Management Certificate from the University of Cape Town.

- Graduated Cum Laude from the international hotel school
- Took a dual internship in both food and beverage and rooms in the UK and US working at resorts in the leisure market.
- Working in the Okavango delta at a 5-star lodge as the guest relations and service manager
- Moved to Cape town to join the corporate market and have grown over the period of 2 years with in the industry and company
- Been part of growing people and developing relationships between companies and encourage networking.
- Completed a spin selling course. Wine connoisseur course. Beer connoisseurs' course and first aid level one



**Nathan-John Arendse, Bon Hotels**

My name is Nathan-John Arendse, I am a healthy energetic, 24-year-old South African Male.

I am passionate about my industry and Passionate about serving and serving my Countrymen.

I feel humbled and honoured about being nominated to the board of FEDHASA. I gracefully accept the nomination with the desire to be appointed in order to be of service to FEDHASA and my industry.

I have 7 years' experience in the Hospitality industry starting as a Management Trainee at Age 17. I've worked with the likes of Luke Dale Roberts, Nobu, Vineyard Hotel, One & Only as well as in the Tourism Technology space at WETU travel solutions in Digital Marketing.

I am fortunate to currently be doing my 3<sup>rd</sup> Year Practical training in the Management Department at BON Hotels Head Office and work with Guy Stehlik the son of Otto Stehlik our South African Hospitality Veteran.