

www.cuttysarkhotel.com

November 2011

Lake Kariba, Zimbabwe

Editorial: Kitchen works completed, Bar re-opened and Paint Job

After some tough years, the outlook for genuine tourism activities in Zimbabwe and around Lake Kariba in particular, are looking so much better and positive. Recent Sales and Marketing efforts in Harare have shown that the historic name and romance associated with the Cutty Sark Hotel and Kariba are still very present. With both these facts in mind, the CSH has recently had a kitchen 'face lift', its Bar re-opened and a number of the accommodation blocks freshly painted. Notwithstanding these and other improvements and investment, the Cutty Sark Hotel, like so many other hospitality operators in Kariba, is still experiencing very challenging times ahead. It is therefore so promising to welcome increasing number of guests to the hotel and the Team is very appreciative of this growing support and clientele and everybody at the Cutty Sark Hotel insists on providing the best service possible to anybody who chooses to come and visit us.

Guest Corner: Don't take our word for it

We are enthusiastic about the Cutty Sark Hotel & passionate about delivering value for money & providing the best service we possibly can. But then again we are biased! So here are some comments from our guest questionnaires, completed over the last couple of months.

"Would recommend to friends and have enjoyed my stay in Kariba"
(31 March room 53)

"Keep Improving. This is a lovely place for families. Good luck and God Bless." (20 April rooms 63 and 64)

"Bedroom lost points due to mattress not good. Very polite, friendly staff." (08 May room 65)

So we are now replacing the mattress!!

"Keep it up. I was very impressed. More and more will come to enjoy and relax." (23 June room 21)

"I enjoyed my stay in this hotel, I hope to stay longer next time. Keep up the standards." (28 August room 58)

"Very impressed, well done!" (09 September room 65)

We don't get it right all the time and take constructive criticism serious. Thank you to all who took the time to let us know the areas where we can improve on and those where our efforts have already paid off.



Advertorials We'd like to take this opportunity to specifically thank one of our main supporters over the last couple of months. Solenta Aviation is not only providing excellent and scheduled services between Harare and Kariba, the Cutty Sark Hotel is also the pilot's hotel of choice.

The Advertising Display



Our attempt to 'spread the word' in Harare was short lived, when our display boards on Chisipite Roundabout disappeared only 3 days after they went up. We still think they looked great!

Message from the team: Keeping up the grounds

Who better to explain what is involved in keeping the Hotel grounds look so magnificent and manicured, than our team's Head gardener Zuma. You can read all about it in the next edition of cuttysarkhotel.com

Chef's Special:

New Menu and Braai on the Terrace

The Hotel is now a



Please visit www.cuttysarkhotel.com for more information.

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Conferences and Banqueting at Cutty Sark Hotel

No newsletter can be written without taking the opportunity to boast about a good reason to come and visit us or promote our offering to your clients.

Some say: The Cutty Sark Hotel has the largest (air conditioned) Conference Hall outside Harare.

All we know is: We offer a 'menu' of different styles of layout to suit your need in a range of available rooms. For your convenience we have a range of sample room layouts, from the conventional THEATRE STYLE (up to 200 seated) to the celebrated PARTY STYLE (up to 100 seated). We can also cater for an exclusive meeting of 5-25 in our Private Boardroom and provide 'break out' rooms to suit your Conference. The gardens of the Hotel and raised lawns on the Lake Shore, are ideal for product launches and team building exercises. (If you don't mind our resident Zebra's!) Outdoor activities can be arranged upon request.

The Conference Hall has the added benefit of a raised stage and features a PA system and can cater for the latest Visual Conferencing facilities. With ample parking for ALL you delegates and with our Accommodation and Cuisine to match and a Fully Licenced Bar, the Cutty Sark Hotel is the obvious venue to impress your stakeholders and guests.

We think we offer fantastic value and are always happy to extend promotional discounts or pay commission to those who make confirmed reservations. Discounts for larger groups will apply. Please contact us on reservations@cuttysarkhotel.com or sales@cuttysarkhotel.com call us on +263 4 494017 or +263 (0) 772 151 668/9.

New Arrivals at the Cutty Sark



Some of the new arrivals mentioned earlier might not be so obvious. However, they have no less of an impact on the long list of offerings at the Cutty Sark Hotel. Most recently the hotel became a WiFi zone and had a state of the art satellite installed for the mutual benefit of our guests and the Team. Slightly more 'selfish', but not less appreciated by the team of hotel workers, was the arrival of our company vehicle, immediately granted it's own nickname of Dot Com and doubling up as Staff and Guest transport. After a considerable period of absence, we have recently seen the return of our resident Zebra family. Although we share their patronage with our good neighbors, it is great to see them return occasionally and enjoy the freshly grown grass and in doing so provide a welcome hand to our team of gardeners, who make the hotel grounds look so beautiful as they do.