

## **Tintswalo at Waterfall to enhance customer experience through new staff appointments**

Tintswalo at Waterfall, one of Tintswalo Property Group's boutique lodges, has recently promoted Altaff Shaik to General Manager, filling his vacant position of Assistant General Manager with the appointment of Martin Greyling.

Shaik, who will oversee over 52 employees, will be responsible for managing the daily operations and five star guest experience, while Greyling will assist him, and oversee 44 employees. Shaik notes that he aims to bring real operational value to Tintswalo at Waterfall.

"Being granted this opportunity is the fulfilment of a long held dream of mine, and I intend to make every part of this job a success by concentrating on offering strategic value in numerous areas of the business.

"I look forward to working closely with the Tintswalo sales and marketing team and ensuring that service levels are of a superior standard, thereby guaranteeing that the hotel's operations remain nothing less than exceptional, and that guests receive a uniquely personalised experience."

Shaik added that his objectives include retaining and attracting customers, and promoting customer satisfaction by ensuring his staff are skilled, passionate and motivated, in order to contribute towards the profitability of Tintswalo at Waterfall. Shaik who initially started with Tintswalo as an Operations Manager in 2010, has held various positions within the hospitality industry.

In support of Shaik, Greyling added that he plans to fine tune operational aspects within the hotel and notes that his many years of experience within the hospitality industry, coupled with his strive towards perfection, will support him in achieving these goals.

Greyling first commenced employment with the Tintswalo Property Group in 2004 as sous chef and was subsequently promoted to head chef. After leaving the company in 2007, Greyling returned in 2010 to serve as the executive chef at Tintswalo at Waterfall.

Tintswalo Lodges Managing Director, Michelle du Plessis concludes that the two new appointments will considerably benefit Tintswalo at Waterfall.

"In the hospitality industry, it is essential to create and maintain a niche market, and strive to stay ahead of your competitors. It is for this reason that we have made these appointments, as both Altaff and

Martin possess the necessary qualities to ensure we continue to better cater to our target market, and offer unsurpassed value.

"I have full confidence that both these professionals will excel in their jobs and ensure that each and every guest experience at Tintswalo is a memorable one."

Tintswalo at Waterfall is an exclusive hotel and conference centre situated within the Waterfall Equestrian Estate, and located less than 30 minutes from the OR Tambo international Airport.

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