



Cocktail Training Ulusaba September 2016

A unique and beyond-ordinary location, with a unique and exceptional team!

The team at Ulusaba really exceeded all expectations, and it was clearly evident that the management style from the top echos through the ranks of the staff and the results are clear to see in a happy, well-balanced and exceptional staff compliment!

It is not often that we have the pleasure of working with teams of such calibre, commitment and genuine passion for the job, and to Karl, Vickus and the teams, a huge thank you for a very well set-up and smooth running of all 4 training sessions!

Although we were chasing time from the first session, and possibly set out to cover too many items within two sessions, we hope that the drinks theory and practical elements were not only enjoyable, but insightful and that all staff members have a sense of confidence with composition and recommendation of particular cocktails and wines, based on the type of guest at hand.

The "Ranger" session seemed to be a lot more vocal, enthusiastic and provided lots of laughter with the learning- a fantastic mix of staff, and some very interesting cocktail ingredients used in some of the final products!

The second "Hospitality" session in the evenings highlighted a few fantastic individuals, but also gave us insight into the incredible team spirit that is clearly woven into the service culture at Ulusaba. A heartfelt well done on this note. We have the pleasure of working at a wide range of hotels and lodges throughout Africa, and it is a pleasure to see the Service Culture at an establishment be so well ingrained and genuinely demonstrated by all staff! Well Done!

From the team at RCA, a very big thank you to Sandra, Vickus, Karl and the staff for a very pleasant, memorable and high-energy training programme! We look forward to following your progress in the future and really hope that you enjoyed the content and style of the course.

All the best for the Summer and most importantly....Keep those glasses COLD!

Best Regards,

Rob & Paul