



Travellers Worldwide is a leading International Provider of
Volunteering Programmes, Work Experience Internships
and Cultural Courses Abroad

SOUTH AFRICA



HOSPITALITY (HOTEL & CATERING) INTERNSHIP IN KNYSNA

Work in a 5-star luxury boutique Guesthouse set in an idyllic, prime position of the beautiful resort town of Knysna in South Africa. Its panoramic views of the Indian Ocean is absolutely breath-taking, and one can often see whales and dolphins passing by!

This is an excellent opportunity to work in a highly esteemed and professional environment and a perfect addition to your resume if currently in, or entering a hospitality career. You'll gain experience in a variety of areas, including Housekeeping, Front of House, Duty Manager, Maintenance, Hosting (in the bar and dining area) and assisting in the kitchen with their in-house Catering. You'll work as part of a team and sometimes on your own, and given instruction and training.

Thank you for your interest in this Project. Below is a description of what you can do and expect. You can volunteer whether you're taking a gap year, on a career break, retired, or on a holiday with a purpose. No matter what your age or experience, we look forward to welcoming you to the team!

WHAT DO YOU GET?

SELF-DEVELOPMENT:

- New skills, more confidence, a greater understanding of a different culture, invaluable personal and professional development.
- The enormous satisfaction of gaining new skills in hospitality and customer care.
- An entry on your CV or résumé that will put you head and shoulders above most others in the job market.

SAFETY AND SECURITY

- Your safety is our top priority. We risk-assess all destination countries, projects, accommodation and more to ensure that they are stable and safe.
- We have experienced local staff with 24/7 back-up and support who are there to assist you and look after you, starting with an in-depth induction on your arrival.

AN ADVENTURE!

- An exciting, never-to-be-forgotten adventure into Africa and the many diverse cultures in South Africa! And best of all ... **an unforgettable experience!**

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TravelQuest Ltd t/a Travellers, registered in England & Wales, Registered Office: 7 Mulberry Close, Ferring, West Sussex, BN12 5HY, Reg. No. 3072191, VAT Registration: 786540201

Prices: From **£1,895** for 4 weeks, excluding flights.

Please see Full [Price List Online](#).

Duration: From 4 weeks to 6 months or longer, subject to visa requirements

Start Dates: All year round but closed from 15th May until 1st July. You can choose your start date.

Requirements: You don't need any specific qualifications, but you should be planning to study in the hospitality industry and/or currently studying a related subject in the field. Minimum age requirement is 18.

What's Included:

- | | |
|--------------------------------------|--|
| ▶ Arranging your Programme, | ▶ Full pre-departure support and assistance, |
| ▶ Payment Protection insurance | ▶ Accommodation |
| ▶ Certificate of Completion | ▶ Transfer to your on-site accommodation |
| ▶ Meeting you at the nearest airport | ▶ Local in-country team support and backup |
| ▶ 24-hr emergency support. | ▶ Food |
| ▶ Transport to and from your project | |

SUMMARY

PROJECT OVERVIEW

WORK CONTENT

The guesthouse was established in 2007 and can be described as an exclusive boutique hotel which prides itself on its ambience and opulent personal service. The guesthouse has 6 suites with all the extravagant extras, including the honeymoon and royal suites, which have their own Jacuzzi and pool respectively. Another pool is found on the communal deck with loungers and large couches giving the feel of relaxed elegance. The rooms have been individually created using lavish furnishings and decorations to provide guests with a uniquely sensual environment for relaxation and recreation.

With 10 regular staff, the Guesthouse can take just 2 interns at one time, so **book early, if you can, to avoid disappointment!**

They specialise in luxury bed and breakfast accommodation, and are only a few minutes' drive to three of Knysna's top golf courses, the town centre itself and various other attractions.

The guesthouse also boasts an array of Awards:

- TripAdvisor Certificate of Excellence 2013, 2014 and 2015
- Diners Club Choice Preferred Establishment 2009-2010
- International Award for Tourism, Hotel and Catering Industry Most Outstanding Establishment 2009 and 2011
- A proud member of Knysna Tourism and the Tourism Grading Council of South Africa.

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The objective from management is to train interns in general running of the guesthouse to high levels of standards and professionalism, giving the you a unique hands-on experience.



You'll gain experience in a variety of areas, including Housekeeping, Front of House, Duty Manager, Maintenance, Hosting (in the bar and dining area) and assisting in the kitchen with their in-house Catering. You'll work as part of a team and sometimes on your own, and given instruction and training. You'll work in the areas in which you are most needed according to how busy the guesthouse is, which is largely dependent on the tourist season.

The Front of House duties will include the reception; answering phones, making bookings, assisting customers when they check in and out and with whatever help the clientele may need.



You may find yourself hosting and assisting with meals, serving behind the bar or pouring drinks at one of the many Jacuzzis and pools available at the guesthouse. Kitchen and catering duties vary from baking fresh muffins and toasting muesli for breakfasts, to preparing various light meals for the clientele. Male interns may assist as porters (female interns will only need to do this very rarely, if there are elderly guests and no men on duty).

Training will be given under the instruction from the permanent staff and under the watchful eye of the manager. This training will be thorough and essential for all the areas you'll work in to meet their high standards and professionalism in the industry. On your first day on the placement, you will be given an Induction which involves a walking site tour of the premises, an introduction to their staff and also instruction on daily tasks.

HOURS OF WORK:

The Guesthouse is open from 7am-12pm every day. You'll work 5 days on, 2 day off and may be expected to work during the week and weekends depending on your roster.

Your typical working hours will be in shifts. You will either be working the early shift from 7am to 4pm or the later shift from 4pm to 12pm. This will be rotated weekly. You will have time in your shift to break for meals.

PROJECT REQUIREMENTS:

You don't need any specific qualifications, but you should be planning to study in the hospitality industry and/or currently studying a related subject in the field. You'll need to be presentable and enjoy working with people. You should have a friendly disposition, responsible, open minded and punctual as well as able to take orders and follow instructions. Your schedules and duties could change according to how busy the guesthouse is, so you will need to be flexible and open-minded.

“Travellers is an amazing organization that offers life changing experiences to people of all ages, I will highly recommend it to everyone, and I will be planning another volunteer experience for myself as well as for my sons.

Thank you so much for the experience of a life time!”

Deanne Peterson

ACCOMMODATION

ACCOMMODATION: THE VOLUNTEER HOUSE:

The volunteer house in Knysna is within walking distance of the town, yet set against a natural green belt. The bird life is prolific and often the local Vervet monkey troop comes to visit to entertain the volunteers with their antics. The sunset views from the top balcony of the volunteer house of the Knysna lagoon are beautiful and great way to relax after a day working at your placement or to catch up on your tan in the summer. See photo on right-hand side.

The house is large and spacious and also has a self-contained flat downstairs for couples and families. The bedding in the two same sex dorms and the towels in their ensuite bathrooms are changed regularly every Friday by our much loved cleaner, pretty, and there is plenty of cupboard space to store your clothing.

Facilities include a kitchen kitted out for cooking, dining area, a few bathrooms, TV, DVD player, free Wi-Fi, garden and several wooden verandas.

There is an outside courtyard and garden in the secure grounds where you can have a typical South African barbeque known there as a 'braai'. Make sure you try the local spicy sausage known as 'boerewors' and the Karoo lamb chops are to die for on a 'braai', but if fish is more to your taste then a fish 'braai' with South African 'snoek' is a must.

FOOD:

You'll be given a food budget which will cover your basic essentials (but not extras like alcohol, snacks and eating out). The kitchen has all the cooking amenities that you might need to take advantage of preparing meals with some of the great seafood, meat, fresh fruit and vegetables South Africa has to offer.

There are supermarkets and local shops where you'll do your food shopping.

There are plenty of excellent restaurants within walking distance that offer the most incredible local and international cuisine which our volunteers rave about. Knysna is also famous for its oysters and even has an annual Oyster Festival where everyone eats and drinks far too much!

The waterfront and marine is beautiful and full of restaurants and cafes with cuisine that ranges from breakfast, coffees, cakes and snacks, through to sumptuous meals and various different nationality menus.



WHY TRAVELLERS WORLDWIDE?

- Over 20 years' experience of sending thousands of participants overseas, plus the largest variety of flexible projects that are value for money!
- Accredited projects helps appeal to future employers
- Excellent support! And 24/7 emergency helpline for you and your family
- Your own dedicated Project Co-ordinator to answer all questions before, during and after your trip of a lifetime!
- Detailed information on your project and country and suggestions, safety guide, tips and checklists, via our EXTRANET, available from anywhere, 24/7.
- Free pick up from the nearest airport.

HOW YOU MAKE A DIFFERENCE:

By joining a Travellers Program you enable us to keep donating money to worthwhile projects around the world; from clothing and feeding school children, building playgrounds or funding vital conservation research - your participation makes these donations possible.

Donations to **Bridge The Gap Foundation**. This Foundation was set up by us to donate directly to particularly worthwhile and necessary projects for children and animals around the world, and partners with other NGO's to raise match-funding for worthy projects.

The price of this project is a reflection of the following costs:

- ✓ Accommodation and Food
- ✓ Full pre-departure support
- ✓ Meeting you at the airport
- ✓ Transport to the placement site
- ✓ Local in-country team support and backup
- ✓ 24hr emergency helpline
- ✓ UK administration
- ✓ Marketing (brochures, website design and maintenance, attending careers fairs, advertising, website listings and presentations)
- ✓ Project Research/Site Inspection
- ✓ Staff Training/Equipment
- ✓ Donations to worthwhile project
- ✓ 24hr emergency helpline

ADDITIONAL INFORMATION

Got any questions? Please email us: info@travellersworldwide.com

Once you have applied for a placement, we'll contact you and send you our Welcome Pack. You'll also receive Log-on details and password for our Volunteer Extranet where you'll have access to all the documentation and information which we've put together to facilitate preparations for your adventure! Your Project Co-ordinator for your country will liaise with you throughout the arrangements process, as well as while you're on your placement and on your return home.

The documents you'll have access to also include a Country Fact file, Safety Guide and any manuals that may assist you on your particular programme (for example, Teaching Guide, Sports Manuals, Enrichment Suggestions for Animal Care, etc.). We do all we can to make your stay one that you'll never forget.

As with all our destinations, the culture and heritage is different to what you're used to ... which, although one of the most exciting aspects of travelling, should be borne in mind. Self-reliance and independence are highly appreciated in all our destinations and will help you to make the most of this wonderful opportunity! This is a truly awesome, elegant and beautiful country.

THINGS TO DO IN SOUTH AFRICA

LOCATION, EXPLORING AND SIGHTSEEING:

The best advice you'll get from us is to try to see some of the country while you're in South Africa. It's big (huge!) and each different region is exciting and very, very beautiful. Cape Town is probably the most beautiful city in the world (I can say that, I grew up there :-). KwaZulu-Natal comes a very close second, albeit very different.

Knysna is where South Africans go on holiday, which gives you some idea of how lovely the region is. When you lie on the beach and watch dolphins jumping the waves, you'll think you're in Paradise.

LOCATION:

Knysna is approximately 500km from the beautiful capital city of Cape Town and voted South Africa's favourite town 4 years in a row! Its mountainous backdrop, impressively sized estuary and indigenous forests really give the town a natural feel to it. Although it still has that 'small-town' feel, Knysna is growing rapidly, and has all the amenities you could ask for such as banks, hotels, internet café's, cinemas and shopping malls.



About 20-30 minutes' drive away from Knysna you'll find **Plettenberg Bay** (better known simply as Plett), which is a bit smaller than Knysna, but equally stunning. Its' pure white beaches stretch as far as the eye can see and there is a lot to do, from whale and dolphin watching, to hiking trails and awesome nightlife.

The Garden Route is famous for all sorts of activities from adrenalin sports such as bungee jumping, skydiving and shark cage diving to more relaxed pursuits such as hiking, quad biking in the forest or visiting one of the many animal sanctuaries in the area.

Knysna nestles on the banks of a beautiful lagoon in the heart of the 'Garden Route' of South Africa. It is surrounded by a natural paradise of lush indigenous forests, tranquil lakes and golden beaches, making it a real natural wonderland.

Knysna is a vibrant town, buzzing with creativity and energy, and the pulse of good music. It's a place where you can enjoy the mellow atmosphere of street cafes, watching the world go by. The main street is very leafy with trees along the pavements and it has a wonderful holiday atmosphere with sun umbrellas everywhere.

Most cafes have outdoors seating areas overlooking the street or on the pavements, with colourful sun umbrellas - a perfect place to sit with the sun on your face, watching passers-by ambling along, sipping a steamy cappuccino or staving off the heat with a cold drink.



HOW TO BOOK

TWO EASY WAYS ...

Complete a [booking form](#) online.

Telephone
01903 502595 (UK)
or
1-603-574-4935 (USA)

THANK YOU FOR YOUR INTEREST IN OUR PROGRAMME!

We hope you'll join us!

Don't hesitate to contact us with any questions.

We're happy to help you plan your exciting adventure!

www.travellersworldwide.com

www.travelersworldwide.org

