



**MAKE A DIFFERENCE TO CONSERVATION AND
COMMUNITY EMPOWERMENT
THROUGH HIGH-END ECOTOURISM**

-- JOIN WILDERNESS NOW --

W I L D E R N E S S

LODGE MANAGER – DUMATAU x (1), KINGSPool x (1)

Purpose of position:

Ensuring the comfort and needs of guests are attained in camp as well as striving to exceed all expectations. Practicing seamless communications of guests needs and ensuring all personnel in camp understand and deliver accordingly. Incident reporting and maintaining a database of all guest likes and/or dislikes for future reference.

The Lodge Manager is responsible for maintaining the smooth operation of a luxury safari lodge. To provide leadership and development to staff, maintain lodge facilities and provide a level of hospitality which meets the company's minimum standards.

Key Responsibilities:

- Ensure and provide flawless, upscale and professional in camp and out of camp guest service experiences.
- Analyse guest feedback and provide strategic direction to continuously improve overall rating.
- Anticipate and react promptly to guests' requirements; a sense of urgency.
- Oversee and coordinate all arrivals and departures of all camp guests.
- Coordinate and manage communication between guests and staff and follow up to ensure complete service delivery.
- Direct, coach and manage camp employees to ensure all standards and operating procedures are adhered to.
- Maintaining all aspects of facilities and assets in the camp and back of house through best practice of hygiene and safety standards for both guests and staff.

Minimum Requirements:

- Diploma in hospitality management or equivalent.
- Proven working experience in the hospitality field for a minimum of five years.
- Ability to work flexible hours.

Competencies:

- Outstanding communication skills.
- Service excellence (Desire to enhance Guest Experience).
- Integrity.
- Problem solving.
- Empathy.
- Organizational Skills.
- Ability to work flexible hours.

Only candidates who meet the above requirements need to apply by following the links below:

<https://wilderness.simplify.hr/vacancy/bb0deg> - DumaTau

<https://wilderness.simplify.hr/vacancy/kjebyn> - KingsPool

Closing date: 15th March 2024

PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE COMMUNICATED WITH.