

SHAMWARI

— PRIVATE GAME RESERVE —

INTERNAL/EXTERNAL VACANCY ADVERTISEMENT

Job Title: Guest Relations Officer

Date: 29 March 2023

Department: hospitality

Position reports to: Lodge Manager

1. **Minimum criteria required:**

Qualification: Hotel Management Diploma/Certificate *or equivalent*

2 years working experience in Front of House or similar position at a Shamwari
Or another 4/5 * Establishment

2. **Key Performance Areas of this position include:**

*Primary purpose of the job: To work with an assistant or Lodge Manager to provide support
/ in the daily operations of a lodge*

- Housekeeping Checks done according to set Standards
- Supervising restaurant's functioning before and during meal times and supporting the service staff, and making sure this is carried out to company standards
- Making sure Meal standards are adhered to before meals leave the kitchen
- Checking guests in and out, and taking care of guests requests and needs during their stay
- Act on guest's requests for additional services and supplies
- To liaise with senior lodge management to report anomalies, variances and new ideas for improvements
- Assist with Stock Counts and Weekly and Monthly Reports

3. **Competencies required:**

- English - Well Spoken and Presentable
- Customer Focused
- upselling
- Computer literate on MS office (intermediate level excel)
- knowledge of GAAP and OPERA
- Good guest relations with knowledge of Hosting/Butler skills
- Driver's Licence
- Contributing to team success
- An eye for detail and good common sense
- Good knowledge of Food & Beverage Service, Housekeeping & Front Office

Shamwari shall apply the employment equity principles as set out in the Employment Equity policy and Plan. Interested internal applicants should submit CV's to:

e-mail: careers@shamwari.com; or hand deliver to the Shamwari main gate for collection

Closing date: 5 April 2023