



## Anchor / Duty Manager

KRUGER NATIONAL PARK, SOUTH AFRICA

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### Key Responsibilities

The main purpose of the Anchor is receiving and hosting of guests in line with the Singita Standards of Excellence and SOP.

- Report to the lodge manager, and assistant lodge manager.
- Ensure ultimate guest relations in the lodge and that the “at home” personal attention levels are maintained.
- Management and training of the lodge staff in line with the Singita Standard of Excellence.
- Maintain the highest standards of housekeeping and maintenance and ensure that style and design are not eroded.
- Effective financial management through the administration of orders and effective stock control.
- Communication with departmental teams to ensure that guest needs are met, and operations run effectively.
- Effective daily administration of the concierge and reception duties.
- Ensuring the quality and care of equipment and products.
- Active participation in and effective communication and support of Singita's conservation message and purpose.

### Skills & Experience

- A minimum of 4 years' work experience – ideally 2 years as a trainee and in a well-recognized five-star hotel or world-class lodge, as an assistant manager.
- High standards of service excellence and a passion for the industry.
- Exceptional Food and Beverage knowledge of its preparation and terminology.
- Awareness of dietaries and allergies.
- Financial management ability.
- Exceptional English and a second language would be preferable.
- Computer literacy.
- Excellent management ability and communication skills.
- A clear understanding of basic labour law and disciplinary procedures.
- A developmental approach to staff.
- Understanding of housekeeping and maintenance procedures.
- An awareness of developments within the food and lodge industries, as well as international trends in hospitality.
- A hardworking, cooperative manner
- Attention to detail.
- Assertiveness, patience, and good organizational skills.
- South African nationality or valid working visa.

To apply email your CV to [SKNPcareers@singita.com](mailto:SKNPcareers@singita.com) or visit:

[www.singita.com/about/careers](http://www.singita.com/about/careers)