



Receptionist

VOLCANOES NATIONAL PARK, RWANDA

Key Responsibilities

- The core function of the receptionist is to operate the switchboard professionally.
- The Receptionist reports to the Reception Manager.
- Continuous communication with the lodge operational teams to ensure the guests needs are met and that the lodge runs smoothly.
- Excellent relationship is to be maintained with tour operators, group handlers and other partners.
- Handling guest requests in line with the Singita Standards of Excellence and SOP.
- Effective daily administration of the reception duties and maintenance of the guest database and systems.
- Ensuring that the guest and service areas of the lodge are kept clean, tidy and in the right place.
- Fosters a culture of collaboration, and enable the employee's multi-skilling abilities
- Contribute towards the sustainability operations of the lodge, operating within lodge environmental parameters and constantly looking for ways to further 'green' lodge operations.

Skills & Experience

- A minimum of 3 year's work experience in a similar position, ideally 1 year in a five-star hotel or world class lodge.
- Experience in reception and switchboard duties.
- Experience in guest's relations.
- Excellent telephone and email etiquette.
- Attention to detail.
- Excellent English reading, writing, and speaking ability. A second language will be preferred.
- Excellent computer literacy (MS Word, Excel and Outlook, Internet).
- Co-operative and flexibility.
- High standard of Service excellence and a passion for the industry
- Admirable communication skills and organisational ability.
- Familiarity with Springer Miller software or other similar Property Management Systems.
- Rwandan citizenship required.

Closing date for applications is 06.09.2022

To apply email your CV to lydia.n@singita.com or visit:

www.singita.com/about/careers