



## Anchor

Kruger National Park

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### Key Responsibilities

The Front of House Anchor fulfils the position of assistant lodge manager and Amukeri, according to the requirements of the leave cycle schedule. The handover received from the incumbent of the position prior to their departure and the handover provided on their return is a priority. The anchor is fully responsible for the requirements of the position in the absence of the incumbent. However, it is critical that the anchor act as a “care taker” when filling in, and that system or policy changes are not made in the absence of the incumbent. This position is accountable to the **Lodge Manager**.

In broad terms the assistant lodge manager oversees the following key performance areas:

1. Management and training of the lodge staff in line with the Singita Standard of Excellence
2. Ensure ultimate guest relations in the lodge and that the “at home” personal attention levels are maintained
3. Maintain the highest standards of housekeeping and maintenance and ensure that style and design is not eroded
4. Effective financial management through the administration of orders and effective stock control
5. Effective communication and maintenance of lodge relations

### Skills & Experience

- A minimum of 4 year’s work experience – ideally 2 years as a trainee and in a well-recognized five-star hotel or world class lodge, as an assistant manager
- Exceptional Food and Beverage knowledge
- Financial management ability
- A hardworking, co-operative manner
- High standards of service excellence and a passion for the industry
- Attention to detail
- Exceptional English and a second language would be preferable
- Good computer literacy
- Excellent management ability and communication skills
- A clear understanding of basic labour law and disciplinary procedures
- A developmental approach to staff
- Assertiveness, patience and good organizational skills
- Understanding of housekeeping and maintenance procedures
- An awareness of developments within the food and lodge industries, as well as international trends in hospitality

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

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