



Assistant Lodge Manager

SINGITA KRUGER NATIONAL PARK, SOUTH AFRICA

Key Responsibilities

The Assistant Lodge Manager's role is to assist the lodge manager in managing the lodge and creating a profound guest experience in line with the lodge's service vision and creative concepts.

- Report to the Lodge Manager
- Ensure ultimate guest relations in the lodge and maintain the "at home" personal attention levels.
- Management and training of the lodge staff per the Singita Standard of Excellence.
- Maintain the highest housekeeping, maintenance, and gardening standards to ensure that all areas are kept clean and tidy and that style and design are not eroded.
- Effective financial management through the administration of orders and effective stock control.
- Effective daily administration of the concierge and reception duties.
- Maintenance of the guest database to achieve service excellence.
- Ensuring that the guest and service areas of the lodge are kept clean, tidy, and in the right place.
- Ensuring the quality and care of equipment and products.
- Active participation, effective communication, and support of Singita's conservation message and purpose.
- All roles at Singita may be required to perform other tasks as reasonably requested from time to time and as required by the business and/or operation. Singita fosters a culture of collaboration and, with this, supports the multi-skilling of staff.

Skills & Experience

- A minimum of 4 years of work experience – ideally two 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.
- High standards of service excellence and a passion for the industry.
- Awareness of dietaries and allergies.
- Attention to detail.
- Excellent English reading, writing, and speaking ability. A second language will be preferred.
- Excellent computer literacy (MS Word, Excel Outlook, Internet).
- Excellent management ability and communication skills.
- Co-operative and flexible.
- A developmental approach to staff.
- Ability to remain calm under pressure.
- Resourceful and solution-oriented.
- A clear understanding of basic labour law and disciplinary procedures
- Assertiveness, patience, and good organisational skills.
- Citizenship or valid working visa.

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

www.singita.com/about/careers