

Singita

Assistant Lodge Manager – Sasakwa Lodge

ABOUT SINGITA

Singita is a conservation brand that has been preserving African wilderness for the past 28 years, offering guests an exceptional safari experience with 15 luxury, award-winning lodges and camps across six regions in Africa.

In partnership with non-profit funds and trusts who implement strategic conservation projects in each region, Singita is preserving and protecting pristine land and wildlife populations, and helping to create economic independence within local communities surrounding the reserves.

WHAT THE ROLE ENTAILS

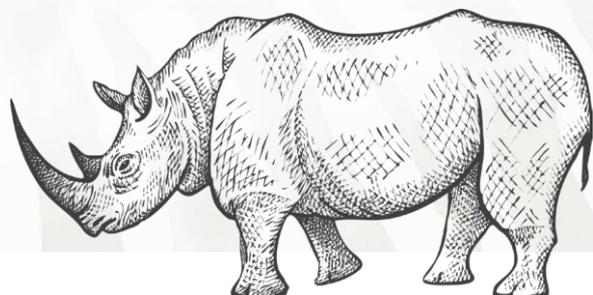
The main purpose of the assistant lodge manager is to assist the lodge manager in managing lodge and to thereby create a profound guest experience, in line with the service vision and creative concepts of the Lodge. The assistant lodge manager is responsible to the lodge manager for this.

NB: Local Tanzania candidates are highly preferable for this position.

WHAT YOU WILL NEED

1. 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
2. Exceptional Food and Beverage knowledge
3. Financial management ability
4. Attention to detail
5. Exceptional English and a second language would be preferable
6. Good computer literacy
7. Excellent management ability and communication skills
8. A clear understanding of basic labour law and disciplinary procedures
9. A developmental approach to staff
10. Assertiveness, patience and good organizational skills
11. Understanding of housekeeping and maintenance procedures
12. An awareness of developments within the food and lodge industries, as well as international trends in hospitality

To apply for this role, please email your CV to haway@grumetireserves.com or complete the application on our website www.singita.com/about/careers



WHAT YOU WILL DO

- Assist the lodge manager in the formulation of annual strategic plans and the implementation thereof
- Issue daily tasks to lodge staff and ensure that tasks are executed timeously and to the required standard
- Meet and greet each guest in camp during the course of the day
- Relay “guest in camp” information in the morning meeting
- Ensure that the best possible suppliers are identified in terms of service, quality and price;
- Assist the lodge manager in assuming responsibility for the performance of night porters and the standard of security
- Arrange shifts and ensure that there are always staff to cover the shifts
- Ensure that night porters have uniforms, radios and torches that work
- Ensure that all capex purchases are planned in advance and then follow the required capex procedure
- Ensure furniture and fittings are ordered and replaced
- Keep a suppliers and stock list to facilitate perpetuation
- Assist the lodge manager with the implementation of the annual training program
- Lead service excellence workshops
- Where necessary, discipline staff according to the Singita Disciplinary Code with the assistance of the Lodge Manager, Lodge HR Manager or General Manager
- Take charge in any emergency that occurs within the lodge and follow the emergency procedures as laid out, in the absence of the lodge manager.

OUR CORE VALUES

Core to the success of the individual in this role is that their personal values are aligned with Singita's.

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LEADERSHIP
Generosity
PASSION
INNOVATION
humility
INTUITION
team-
work