



## Sweni Lodge Manager

SINGITA KRUGER NATIONAL PARK

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### Key Responsibilities

The main purpose of the lodge manager is to manage the lodge and thereby create a profound guest experience, in line with the service vision and creative concepts of the Lodge.

It is the responsibility of the lodge manager to monitor hospitality service, maintenance, gardening and housekeeping standards within the lodge. The role is additionally strategic in nature, and the lodge manager must drive the appropriate service directives for the lodges, and move the department towards achieving broader goals.

In this capacity, guest expectations regarding the standard of service should be exceeded. In addition, the lodges need to be monitored so that they run in a cost-effective manner, within the agreed budget; in a manner which is conducive to positive inter-personal relationships between staff; and at a superior level of efficiency.

The lodge manager is also responsible for ensuring that the morale of the lodge staff is kept at a high level and that staff are developed on an on-going basis.

Finally, the lodge manager must provide a written hand over of responsibilities to the assistant lodge manager in his/her absence and ensure that a full handover is received on his/her return.

This position is accountable to the General Manager.

### Skills & Experience

- A minimum of 6 year's work experience – ideally 2 years as a trainee and 4 in a well-recognized five-star hotel or world-class lodge, as a manager
- Exceptional Food and Beverage knowledge
- Financial management ability
- A hardworking, cooperative 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)



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### Expectations

- In broad terms the lodge manager oversees the following key performance areas:
- Drive the broader goals of the company, in terms of the lodge, by planning and implementing Strategic Management Plans.
- Management and training of the lodge staff in line with the Singita Standard of Excellence.
- Ensure ultimate guest relations in the lodge and that the “at home” personal attention levels are maintained.
- Maintain the highest standards of housekeeping and maintenance and ensure that style and design is not eroded.
- Effective financial management through the administration of orders and effective stock control.
- Effective communication and maintenance of lodge relations.

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