



Sabayaya Hospitality Trainer

ABOUT SINGITA

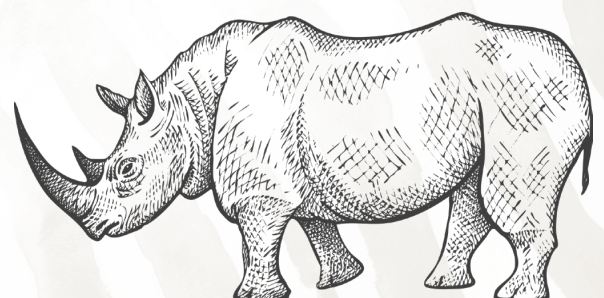
Singita is a conservation brand that has been preserving African wilderness for the past 28 years, offering guests an exceptional safari experience with 15 luxury, award-winning lodges and camps across six regions in Africa.

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 YOU WILL DO

1. Conduct a learning needs analysis on the existing Sabayaya staff so as to develop a training program that will bring Sabayaya staff in line with Singita Lodge Staff
2. Train waiters and housekeepers on hospitality services in line with Singita Standards of Performance (SOP)
3. Observe, train and coach staff while on duty (housekeeping and waiters) to ensure all day to day job requirements are met
4. Work closely with the internal Learning & Development (L&D) team on designing, developing and updating a training curriculum, schedule and materials.
5. Write monthly reports on training progress, achievements and challenges.
6. Complete performance management activities including annual performance reviews, personal development plans and regular performance check-ins.
7. Give input to the L&D team on succession planning and talent development strategies.
8. Observe, guide and assist the Camp Manager and Supervisors in the day-to-day operations of Sabayaya.
9. Train all staff on appropriate guest facing behavior.
10. Communicate with all camp staff including front of house, managers and kitchen to ensure that guest needs are met and that the camp runs smoothly
11. Assist with the planning and management of the camp budgets.
12. Assist HR and the existing Management team with recruitment and onboarding of new staff.

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



YOUR KPI'S: Initial 3 months

1. Conduct a Learning needs analysis for the existing Sabayaya staff based on 1 month's observation at both the Singita lodges and at Sabayaya.
We would like to know what gaps exist with the Sabayaya staff and what training they would require to get them ready to move into either a housekeeping or waiter position at one of our Singita Lodges
2. Develop a detailed succession plan and talent matrix for existing Sabayaya housekeeping and waiter staff so as to identify high potential individuals.
Spend time with the staff and together with existing management conduct check ins and performance appraisals to establish areas where staff show either potential or weaknesses.
3. Work with the L&D and Management team to put together a structure for a pilot training program which will run in 2022. This will form the basis of a new hospitality school that will be launched in 2023.

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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