



Careers at Kapama

Housekeeper Assistant Manager – Kapama River Lodge

Kapama River Lodge is looking for an Assistant Housekeeper Manager to join our strong and efficient team

The Housekeeper Assistant Manager assists in overseeing & coordinating the daily housekeeping operations to ensure cleanliness, organisation, and guest satisfaction in all assigned areas of the property. They support the housekeeping team in maintaining high standards of hygiene while fostering a positive productive work environment.

KEY RESPONSIBILITIES

1. Operational Management

- Supervise and guide the housekeeping team in day-to-day cleaning and maintenance tasks.
- Conduct daily room checks and public area inspections to ensure quality standards are met.
- Assist in the scheduling and allocation of staff to meet operational requirements.
- Ensure timely and effective communication between housekeeping, maintenance, and all lodge departments.

2. Staff Supervision & Training

- Train housekeeping staff on cleaning procedures, safety protocols, and brand standards.
- Monitor staff performance and provide constructive feedback to maintain high levels of service.
- Assist in onboarding new team members and organizing refresher training sessions.

3. Inventory & Supplies Management

- Monitor stock levels of cleaning supplies, linens, and amenities.
- Assist in maintaining inventory records and placing orders as needed.
- Ensure proper handling and storage of housekeeping equipment and materials.

4. Guest Satisfaction

- Respond promptly to guest requests and complaints, ensuring their needs are addressed effectively.
- Work with the team to create a welcoming and clean environment for all guests.
- Assist in implementing guest feedback to improve housekeeping operations.

5. Administrative Tasks

- Assist the Housekeeping Manager with daily reports, logs, and documentation.
- Ensure compliance with health, safety, and hygiene standards.
- Support budgeting and cost-control measures related to housekeeping operations.

KEY competencies

- Attention to detail and commitment to quality.
- Ability to multitask and adapt to changing priorities.
- Problem-solving skills and a proactive approach to challenges.
- Team-oriented with a focus on fostering a positive work environment.

Work Environment: This position requires flexibility, including weekends and holidays, to meet the operational needs of the property. The Housekeeper Assistant Manager works closely with a dynamic team in a fast-paced, service-driven environment.

Should you be interested in applying to this position, please send your CV to trichia.jacobs@kapama.com ONLY short-listed candidates will be contacted. Please note: Kapama Private Game Reserve subscribes to and applies the principles prescribed by the E E Act. Preference will be given to previously disadvantaged individuals., who must be citizens of RSA by birth or descent.