



**Kapama**  
PRIVATE GAME RESERVE

## Careers at Kapama

### Front of House Manager – Kapama River Lodge

Kapama Game Reserve is looking for an enthusiastic Front of House Manager to join our strong and efficient team at Kapama River Lodge

JOB TITLE: Front of House Manager

#### QUALIFICATION

- Matric / Grade 12
- Diploma or equivalent in Hospitality Management (Beneficial)

#### KNOWLEDGE AND SKILLS REQUIRED

- At least 2 years experience in a similar role, preferably in a high-end safari lodge or hotel
- Excellent Reception and Front Office control
- Excellent customer service skills a must - Including the ability to handle difficult situations with professionalism
- Good understanding of lodge operations
- Attention to detail is crucial for ensuring guest satisfaction and maintaining the lodge's high standards
- Strong verbal and written communication skills essential for interacting with guests and staff
- Computer literate, MS Office Suite, Reservation systems, POS systems, financial systems (Debtors)
- Strong Financial sense and sound knowledge of procedures
- Strong Stock control experience

#### KEY AREAS OF RESPONSIBILITIES

- Maintain a positive attitude and friendly demeanour
- Welcome guests as they arrive and check out guests
- Manage incoming calls
- Respond to all guest questions and requests
- Accept payments and other administrative duties
- Must be able to prioritize and manage tasks independently, with good planning and organizational skills
- Proactive, use initiative and creative flair when required

#### SALARY & OTHER PACKAGE DETAILS:

- Monthly package - market-related depending on experience and qualifications
- Accommodation and laundry
- The position will be based at the Kapama River Lodge, Hoedspruit, Limpopo Province
- Work cycle – 3 weeks on, 1 week off
- As it's in the hospitality industry the ability to work irregular hours, including nights, weekends and holidays
- 15 Days Annual Leave

Certificates must be presented during the interview. Please note: This position is open to applicants with a disability

Should you be interested in applying to this position, please send your CV to [trichia.jacobs@kapama.com](mailto:trichia.jacobs@kapama.com)

ONLY short-listed candidates will be contacted. If you have not heard from us in 3 weeks of submitting your CV, please regard your application as unsuccessful.

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.