



## *Vacancy for Lodge Manager*

### **Purpose:**

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 ongoing 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**.

### **Scope of work:**

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.
- Management of the night porters (SKNP).

### **As such the person filling this position needs to have:**

- 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, co-operative 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

Key Performance Areas	Actions
<b>1. Drive the broader goals of the company, in terms of the lodge, by planning and implementing Strategic Management Plans</b>	<ul style="list-style-type: none"> <li>• Formulate plans for the lodge, according to the goals and guidelines provided annually by Senior management.</li> <li>• Liaise actively with all members of the department, other Strategic Managers and HOD's, and the general manager before completing the plans.</li> <li>• Implement the plans actively during the course of a year.</li> <li>• Ensure that the lodge staff are aware of the plans and relevant objectives and ensure that they feel part of the process.</li> </ul>
<b>2. Management and training of the lodge staff in line with the Singita Standard of Excellence</b>	<ul style="list-style-type: none"> <li>• Issue daily tasks to assistant lodge managers and ensure that tasks are executed timeously and to the required standard.</li> <li>• Ensure that all staff have a clear understanding of the Singita Standard required of them.</li> <li>• Ensure hosts are allocated for meals.</li> <li>• Ensure Banakeli's are allocated to guests as fairly as possible.</li> <li>• Maintain an eagle eye on guest feedback and take action, where necessary.</li> <li>• Provide and plan for adequate staff on the ground through: <ul style="list-style-type: none"> <li>○ recruitment</li> <li>○ appropriate management of staff leave</li> </ul> </li> <li>• Ensure all staff are correctly dressed to enhance the image of the establishment.</li> <li>• Check buffets and bush function set up to see that standards have been attained.</li> <li>• Check that back of house areas are clean and tidy.</li> <li>• Complete the staff register on a daily basis.</li> <li>• Conduct staff performance reviews on an annual basis to provide feedback to staff on their performance; to identify training needs; and encourage input from individuals in terms of the department processes and their individual performance.</li> <li>• Have an appropriate training program in place for lodge staff on group and individual basis.</li> <li>• Lead service excellence workshops.</li> <li>• Where necessary, discipline staff according to the Singita Disciplinary Code with the assistance of the Lodge HR Manager or General Manager. Chair disciplinary hearings, as necessary.</li> <li>• Take charge in any emergency that occurs within the lodge and follow the emergency procedures as laid out.</li> <li>• Fulfill general management functions in the absence of the General Manager, as requested.</li> <li>•</li> </ul>
<b>3. Ensure ultimate guest relations in the lodge and that the "at home" personal attention levels are maintained</b>	<ul style="list-style-type: none"> <li>• Meet and greet each guest in camp during their stay.</li> <li>• Relay "guest in camp" information in the morning meeting.</li> <li>• Co-ordinate emails relating to guest info from reservations office and file in a day file for easy reference.</li> <li>• Manage the Assistant Lodge Managers who keep a guest database (history) updated with the assistance of the Amukeri.</li> <li>• Ensure that management staff are present at all guest meals.</li> <li>• Report any negative feedback to the General Manager and call on the general manager to intervene when necessary.</li> <li>• Ensure that staff meet guests in the car park on arrival and walk guests departing to their car on departure.</li> <li>• Ensure that staff complete the following key tasks: <ul style="list-style-type: none"> <li>○ Appropriate Guest information is sent to other Singita properties on the night before their departure</li> <li>○ Indemnity forms are completed for each guest</li> <li>○ Guests fill in the visitors book</li> <li>○ Guests complete feedback cards</li> </ul> </li> </ul>

<p><b>4. Maintain the highest standards of housekeeping and maintenance and ensure that style and design is not eroded</b></p>	<ul style="list-style-type: none"> <li>• Ensure that the lodge is maintained in line with the style and décor operational manual.</li> <li>• Ensure that the style and design of the lodge is not eroded, nothing should be moved or changed without the style and décor stamp of approval.</li> <li>• Track all maintenance issues and ensure that follow up is swift and effective.</li> <li>• Ensure that every room is perfect for a guest arrival and ready for their arrival on time.</li> <li>• Conduct “Walk Through’s” in the lodge with the maintenance and housekeeping managers.</li> <li>• Ensure that preventative maintenance is continuous.</li> <li>• Co-ordinate with the style and décor department about the refurbishment of furniture.</li> <li>• Conserve the furniture and fittings (oil, polish, paint).</li> <li>• Ensure furniture and fittings are ordered and replaced.</li> <li>• Keep a suppliers and stock list to facilitate perpetuation.</li> </ul>
<p><b>5. Effective financial management through the administration of orders and effective stock control</b></p>	<ul style="list-style-type: none"> <li>• Stores are to be kept locked at all times.</li> <li>• Ensure that the best possible suppliers are identified in terms of service, quality and price.</li> <li>• Maintain good relations with suppliers.</li> <li>• Place orders timeously and correctly.</li> <li>• Ensure that the lodge has sufficient crockery, cutlery, glassware.</li> <li>• Ensure that stock received is checked against the invoice and original order form.</li> <li>• Return any stock that is below standard.</li> <li>• Make sure that stock is packed by a rotation system in storage areas, using the 'F.I.F.O' standard. (First In First Out).</li> <li>• Ensure that prices on stock sheets are up-dated monthly, so that the financial performance is measured as accurately as possible.</li> <li>• Ensure that stock takes of cutlery and crockery and bar items are completed on the last day of the month and that stock sheets are handed to the lodge administrator timeously.</li> <li>• Manage the assistant lodge manager who ensures that the bar stock, wine cellar, cigars and private bar stocks are correctly controlled.</li> <li>• Ensure that Gross Profit Margins are maintained with the required framework.</li> <li>• Do spot checks every month on the stock sheets to ensure that stock takes are recorded accurately.</li> <li>• Manage allocated budget lines being ultimately responsible for the Lodge performance and all discretionary expenses.</li> <li>• Plan lead sheets.</li> <li>• Control the waste disposal, wood, crockery and cutlery, furniture and fittings, wine and bar, room snacks and guest complimentary budget lines on a weekly basis.</li> <li>• Ensure that all guests bills are accurate and guests are charged for drinks to one account.</li> <li>• Ensure that banking is done correctly.</li> <li>• GRS’s are to be completed weekly for all invoices.</li> <li>• Requests for Payment must be submitted with correct banking details where payment is required for suppliers.</li> <li>• Keep a fixed asset register and manuals, product information and guarantees on file.</li> <li>• Source new items via the Style and Décor Department at Head Office.</li> <li>• Contact suppliers and contractors for any repairs that need to be carried out.</li> <li>• Ensure that all capex purchases are planned in advance and then follow the required capex procedure.</li> </ul>

<p><b>6. Effective communication and maintenance of lodge relations</b></p>	<ul style="list-style-type: none"> <li>• Communicate continuously with kitchen staff and front of house staff to ensure that things run smoothly in the lodge.</li> <li>• Compile a weekly venue planner so that staff are aware of which venues will be utilized (SL).</li> <li>• Complete a written handover for the assistant lodge manager when going on leave and conduct a formal handover on your return.</li> <li>• Ensure that a good relationship is maintained with the other Singita lodges.</li> <li>• Ensure that the relationship between the kitchen and service staff is maintained.</li> <li>• Daily meetings: <ul style="list-style-type: none"> <li>○ Attend the Morning Meeting and Kitchen Meeting. Conduct the morning meeting in the absence of the general manager.</li> <li>○ Conduct a Front Of House meeting for staff (review day sheet and allocate special requirements and tasks).</li> </ul> </li> <li>• Weekly meetings: <ul style="list-style-type: none"> <li>○ Attend the weekly meeting with the general manager.</li> <li>○ Conduct weekly meetings with housekeeping and maintenance mangers.</li> </ul> </li> <li>• Monthly meetings: <ul style="list-style-type: none"> <li>○ Attend open house meetings (and ensure that your staff attend).</li> <li>○ Attend monthly management meetings and present the month end report.</li> </ul> </li> </ul>
<p><b>7. Management of the night porters (Sweni)</b></p>	<ul style="list-style-type: none"> <li>• Assume responsibility for the performance of night porters and the standard of security.</li> <li>• Arrange shifts and ensure that there are always staff to cover the shifts.</li> <li>• Ensure that night porters have uniforms, radios and torches that work.</li> <li>• Staff are to receive appropriate training.</li> <li>• Conduct weekly meeting.</li> <li>• Head night porter to report daily.</li> <li>• Ensure that the security protocols at SKNP are in place and adhered to, initiate spot checks where and when necessary.</li> </ul>
<p><b>8. General</b></p>	<ul style="list-style-type: none"> <li>• From time to time you may be asked to carry out a task given to you by your superior, even though it may fall out of your general job description. It is expected that these tasks are part of the successful day-to-day operation of Singita and will be conducted as such.</li> </ul>

**Please forward your CV and application for the above mentioned position to  
Louisa Choice – HR Manager [Louisa.c@singita.com](mailto:Louisa.c@singita.com)**