

## EXTRAORDINARY CAREERS

POSITION	Front Office Manager – Mabula Game Lodge
VACANCY ALERT	02 January 2018
REGION	- Mabula Game Lodge, Bela Bela, Limpopo - Live In
PROPERTY	Mabula Game Lodge
ABOUT THE POSITION	<p>Scope and General Purpose: To supervise and control all Front of House areas to the standards laid down by the Company, maximising revenues and profits to agreed budgetary limits.</p> <p>Responsible To: Resident Manager</p> <p>Responsible For: Porters, Receptionists and Switchboard Operators</p> <p>Main Duties:</p> <ul style="list-style-type: none"> <li>- To organise duty rosters, ensuring that there are sufficient staff to cover all duties, particularly during peak period business and to arrange a stand-by in case of illness or absenteeism.</li> <li>- To ensure that guests are greeted, checked in and allocated rooms promptly and courteously.</li> <li>- To ensure that check-in procedures are strictly adhered to and that the correct address and charge out details are obtained from each guest.</li> <li>- To be readily available at all times to deal with problems or complaints.</li> <li>- To ensure that rooms have been serviced and maintained to the standards laid down by the Company.</li> <li>- To ensure maximum room occupancy within agreed overbooking policy.</li> <li>- To ensure effective liaison between reservations and front office staff with other departments (e.g. housekeeping).</li> <li>- To ensure that all charges are correctly entered on the guest's bill and that this is up to date at all times.</li> <li>- To ensure that credit control procedures are strictly adhered to, that no bills exceed the stipulated limit without prior approval and that written confirmation, purchase orders, or order numbers are on file.</li> <li>- To ensure that accounts are balanced daily.</li> <li>- To ensure effective and speedy check-out facilities.</li> <li>- To ensure that luggage is delivered to and collected from rooms speedily, where required.</li> <li>- To ensure that enquiries, messages, etc. are dealt with courteously and efficiently.</li> <li>- To ensure that all Front of House staff are correctly and smartly dressed at all times.</li> </ul>

	<ul style="list-style-type: none"> <li>- To ensure that all Front of House areas are clean and tidy at all times.</li> <li>- To ensure that incoming and outgoing telephone calls are handled promptly and courteously.</li> <li>- To carry out systematic checks of all Front of House areas for maintenance requirements, repairs or refurbishing, ensuring that these are actioned without delay.</li> <li>- To hold regular performance appraisals with all staff, identifying areas for development and training needs and ensuring that this training is effected.</li> <li>- To carry out or ensure that regular On-the-Job training is taking place to agreed standards.</li> <li>- To hold regular meetings with all Heads of Department. To ensure that manning levels are correct and these are not exceeded without permission.</li> <li>- To ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion.</li> <li>- To ensure maximum security in all areas under your control.</li> <li>- To act as Duty Manager when required.</li> <li>- To attend Management Meetings as required.</li> <li>- To circulate regularly throughout all Front of House areas, maintaining a high profile with guests and staff.</li> <li>- To ensure accurate and timeous submission of all reports and administrative work.</li> <li>- To prepare and submit on the required format annual budgetary information and updates as required.</li> <li>- To monitor trends within the industry and make suggestions how these could be implemented.</li> </ul>
LEVEL	Management
SALARY	<ul style="list-style-type: none"> <li>- Medical aid for main member only restricted to Classic Saver or below option on Discovery – forms part of CTC package (voluntary membership)</li> <li>- 13% Provident – forms part of CTC package (compulsory membership).</li> <li>- Meals when on duty</li> <li>- The remuneration will be discussed at the interviews or upon individual requests.</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>- 5 years minimum experience in similar position</li> <li>- Matric</li> <li>- Full knowledge of OPERA PMS Systems</li> <li>- Computer literate</li> </ul>
TO APPLY	<ul style="list-style-type: none"> <li>- Please forward letter of motivation and CVs to the below contact details by close of business on the 15/01/2018.</li> <li>- Candidate must be willing &amp; able to travel to Bela Bela, Limpopo for interviews.</li> <li>- Should you not receive feedback within two weeks of your application, please consider it to be unsuccessful.</li> </ul>
CONTACT	Danielle Levey on <a href="mailto:careers@extraordinary.co.za">careers@extraordinary.co.za</a>

**APPLY NOW**