



TITLE : Forest Assistant Lodge Manager
LOCATION : Phinda Forest Lodge
CONTACT PERSON : recruitment@andbeyond.com

&Beyond is built, almost entirely, on the strength of remarkable people who give passionately to their roles, work tirelessly, have the guest experience at the core of their focus daily and care of the sustainability of our communities and environment. Every single ‘&Beyonder’ makes a huge difference to our success and our contribution to the world, regardless of their role or function. For this reason we choose ‘&Beyonders’ very carefully - they are the strength and the future of this company.

KEY OUTPUTS:

- Meet and Greet all Guests
- Cover all daily and weekly requirements of the Lodge Manager when on leave
- Host agents, media and groups
- Plan and ensure guest delights happen daily
- Host evenings as required
- Weekly planning - training, guest requirements and staffing levels
- Housekeeping-Room checks
- Ensure that minimum standards as per BOPs are adhered to in all departments
- Departmental and finance meetings
- “Drive” and Beyond life
- Staff Welfare
- Training
- Stock takes
- Complete performance reviews for those staff reporting to you
- Ensure the departments you are responsible for have their performance reviews completed on time
- Attend Health and Safety meeting each month and ensure your departments have made any necessary adjustments
- Ensure any overruns in time sheets in your departments are remedied with under-time
- Monitor, manage and control croc & cut
- Promote team work between departments

KNOWLEDGE REQUIRED

- At least 3 years relevant experience in a 5 star operation
- Some form of managerial training
- Company Knowledge (&BEYOND as well as Foundation)
- Valid unendorsed SA driver’s license essential



SKILLS REQUIRED:

- Communication skills - with guests and fellow staff members
- Computer literate in Outlook & excel
- Lateral thinking ability
- Initiative
- Professional, courteous, hospitable to guests
- Must be able to cope under pressure to meet guests needs
- Leadership
- Honest, have good integrity, proactive and driven person who has career ambitions
- Good interpersonal skills
- Passion for guest delight

PREVIOUS WORK EXPERIENCE REQUIRED:

- Experience in the service industry especially in dealing with guests and staff
- Previous camp manger/ safari host experience an advantage
- Previous experience in working with kids an advantage

This is a permanent live-in position, based at Phinda.

Transport to/from leave cycles is the successful candidate's own responsibility.

We reserve the right not to make an appointment.