

# Wolwedans

## COLLECTION

Seeks the perfect fit...

## HOSPITALITY MANAGER



We are in search of an experienced Hospitality Manager to oversee day-to-day operations at our tourism camps/lodges in NamibRand Nature Reserve. If you share our vision for a tourism industry that balances people, planet & profit, and have the necessary experience, then you may be just who we're looking for...

The successful applicant will be responsible for hospitality management of all camps, as well as supervision and practical support of the Wolwedans Desert Academy hospitality training.

### KEY AREAS OF RESPONSIBILITY

- Ensure efficiency and service excellence at camps.
- Provide quality control of product experience.
- Formulate and enforce adherence to SOP's and quality standards.
- Supervise, evaluate and motivate hospitality teams.
- Recruit personnel in liaison with F&B and HR.
- Perform relief duties for F&B Management.
- Ensure supplies and equipment / sundries are adequate in quantity and quality.
- Assume responsibility for expense monitoring according to budget, record keeping, and reporting.
- Monitor guest feedback, report both positive and negative comments, and take corrective action.
- Monitor practical training facilitation of Desert Academy Hospitality training; quality control of students' practical applications; assist facilitator to set up tests and marking theme related essays / assignments; and add value to the curriculum through independent research and life skills training.

### EXPERIENCE

- 10 years of relevant practical experience, preferably with international market exposure.
- Minimum 5 years in a supervisory role
- Sound understanding of best practice in hospitality operations, policies & procedures.
- Knowledge of quality standards and implementation/ monitoring.
- Experience in vocational training will be advantageous.

### SKILLS AND PERSONAL ATTRIBUTES

- Excellent organisational and leadership skills.
- Outstanding interpersonal and communication skills (verbal and written English); additional languages are an asset (especially German).
- Energetic with an outgoing /sociable personality.
- Problem solver (think outside the box).
- Motivated and proactive (takes initiative).
- Ability to handle pressure and still operate effectively.
- Good time management; meet deadlines and keep on-top of things.
- Empathetic, fair (able to see both sides).
- Attentive to detail.
- Willing and able to share information and teach and inspire others.
- Mature, sound personal values system to lead by example and 'walk the talk '.
- Proficient in MS Office suite and relevant reservations software (i.e., ResRequest).
- Independent and preferably single.
- Namibian citizen or permanent resident.

Structure is a flat hierarchy environment with a team of senior managers responsible for their respective fields, all reporting to fellow senior managers and the MD.

Location: Wolwedans, NamibRand Nature Reserve, living on site for long periods.

Qualified applicants are invited to submit their CV and cover letter to [hr@wolwedans.com](mailto:hr@wolwedans.com).

Only short-listed candidates will be contacted. The position is available immediately and will be closed as soon as the right candidate is found.