



SAFARISTAFF INTERNATIONAL
training & recruitment solutions

TITLE : Safari Lodge General Manager and LAAM - Couple or Singles
LOCATION : Botswana Delta.
CONTACT PERSON : Nico van Zyl nico@safaristaff.com

KNOWLEDGE REQUIRED:

Top Safari Camp GM and Administrative Support Assistant. The appointment can be a couple or two single applicants.

- We are searching for the industries' top GM! If you are a world-class GM and want to be part of a world-class team as a leader that is dynamic enough with the experience to back you up, then this opportunity is for you! With a chance to be the leader of the world's best safari lodge, as GM of this prestigious safari lodge, you will be supported by an equally dynamic regional manager who has an incredible passion for his region of operations. His mission is to have your lodge rewarded internationally as the best African Safari Lodge in the world and maintain that status for years to come!

As GM, your approach to hospitality should be OUTSTANDING!, Any other previous duty surpasses this role in your capacity, and your focus is entirely guest-centric. You should be able to maintain a GAS score of a minimum of 99 and above, and you can do so through your unique approach to lodge general management. You must have experience in liaising and dealing with key role players, in particular, be able to manage relationships with business providers such as international travel agents! Your passion for your lodge and your lodge team should be portrayed in everything you do and in every engagement, irrespective of the profile of commitments. You breathe your job! It's a lifestyle and your lodge is your home, and it's the best in the world!!! As GM, please familiarise yourself with the expectations of a GM by visiting our website here: www.safaristaff.com/general-manager

This is not a nine to five role! You are the lodge! You are everything, and you need to be willing to give everything!

As the GM, we require you to have a minimum of five to six years of experience in a similar position. A proven track record from a world-class hospitality environment, a good understanding of ecotourism, previous background in conservation and relevant industry-related higher tertiary education such as a Dip. BSc or MA in either tourism, hotel management or hospitality.

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In support, we are searching for a lodge Assistant Administration Manager. This person can be a partner or spouse of the GM, or the appointment may be a single person. The LAAM will support the GM by taking overall control of all administrative duties of the lodge to provide a critical link between the property and head office and regional management support. Attention to detail is crucial, and this person must have an equal understanding as well as experience of running a high-end safari lodge to ensure that all areas of administration and business matters are dealt with promptly to ensure that the entire team collectively achieve targets that reflect the most sustainable operation in the Okavango Delta!

Knowledge of CAPEX and AOB Budgets, general accounting, reservations systems, large wide-scale procurement and stock management is crucial for this role. Secondly, the ideal candidate will have a background in food and beverage and general kitchen operations so you can contribute to the guest experience and service but at the same time ensure the lodge operates at the most cost-effective manner as possible.

The LAAM ideally has supporting higher tertiary education similar to the GM or relevant business management qualifications. Dip or MBA or certificate in business finance and administration.

If this sounds like your next challenge and you have a proven track record of all the criteria above, and can back it up with relevant references as well as educational support please apply by sending your details to Nico van Zyl.

Email: nico@safaristaff.com or apply online through our web page. SafariStaff International.



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Oversee the operations functions of the hotel, as per the Organisational chart.

Hold regular briefings and meetings with all head of departments.

Ensure full compliance with Hotel operating controls, SOP's, policies, procedures and service standards.

Lead all key property issues including capital projects, customer service and refurbishment.

Handling complaints, and oversee the service recovery procedures.

Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.

Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.

Ensure all decisions is made in the best interest of the hotels and management.

Deliver hotel budget goals and set other short and long-term strategic goals for the property.

Developing improvement actions, carry out costs savings.

A strong understanding of P&L statements and the ability to react with impactful strategies

Closely monitor the hotels business reports on a daily basis and take decisions accordingly.

Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.

Maximising room yield and hotels/resort revenue through innovative sales practices and yield management programs.

Prepare a monthly financial reporting for the owners and stakeholders.

Draw up plans and budget (revenues, costs, etc.) for the owners.

Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential pieces of equipment and services.

This is a permanent live-in position Transport to/from leave cycles is the successful candidate's own responsibility