



Gondwana Collection Namibia | | Work Profile

ASSISTANT LODGE MANAGER

The Position:

Exercise leadership skills to supervise staff on behalf of lodge management.
Be knowledgeable in assisting with administrative duties.
Have knowledge of the various lodge operation departments to assist and organize staff during the working day when necessary.
Assist the lodge manager's in their over-all duties and act as deputy for the managers during their absence.

The Gondwana Values:

We deliver unforgettable experiences
We have the biggest smiles in Namibian hospitality
We are there whenever you need help
We are a strong and united Gondwana team
We do the right thing every time

Team Objective:

Gondwana Collection Namibia lodges offer a great service experience to visitors with care and excellence of personalized service.
Represent The Gondwana Way in all aspects of your work.
Friendliness, Warm smiles and superior service to external and internal guests.
Know Gondwana Collection Namibia, its products, rates, distances between lodges and main attractions nearby to be able to inform guests.



Scope and General Purpose:

In collaboration with / assisting the Lodge Manager; ensure the lodge is fully operational within its operating budget and the year-end result is economical

Supervise all staff to perform as a team and fulfil the standards of Gondwana collection.

Recognize the uniqueness of Gondwana Collection and position the lodge as part of first class lodges in Namibia, outlining its individual character.

Recognize the Gondwana Philosophy regarding people, finance and natural resource management as guideline for your management decisions.

Ensure that all necessary administrative processes are followed and in accordance to the margins of the yearly budget and to fulfil the requirements of accounting, labour regulations, human resources and operations.

Supervise all staff on the lodge to exercise their duties and responsibilities in a dedicated and productive way and to perform as a team.

Support staff to become the best they can be according to their abilities and in accordance with company guidelines and policies.

Act sensibly and responsibly in case of emergencies and situations of crisis regarding issues of health, safety and staff grievance.

Operating the POS system regarding charging, correcting and managing POS system.

Assist in preparing the month-end with regards to salaries, HR-reports, financial reports, stock-taking and result analysis.

Positional Expectations / Key Focus Areas:

1. GUEST RELATIONS

Be a host for guests and guides, displaying warmth and friendliness towards them.

Ensure guest relations and operational staff are friendly, warm and polite towards guests and visitors at all times.

Ensure front office team is neatly dressed and groomed.

Ensure that back of house team is neat and groomed and greet guests in a friendly manner.

Make your team aware of the importance of every guest for the Gondwana Group.

Be an example to junior team member.

Liaise with guest relations team and be able to deal with guests queries politely and reliably.

2. FRONT OFFICE ADMINISTRATION



Know the POS system and be ready to support staff in the front office departments regarding charging, correcting and managing the POS system.
Implement and follow the Innkeeper guidelines
You know the front-desk procedures and are able to assist in peak times and when necessary.
Work with guest accounts, cashier reports, reservation sheets.
Print a cashier report, correct imbalances, check cash counts and credit card balances.

3. ADMINISTRATION
Perform all administrative tasks necessary in a fully operating lodge.
Ensure that all financial control systems in place are fully utilized.
Attend to room occupancy sheets and planning.
Assist in the preparation of the month-end reports of lodge management: salaries, HR-reports, financial reports, stock-taking.

4. HUMAN RESOURCES
Assist management with team organization: Overtime management, leave, day-trips, sick-leave management
Refer queries to your manager and / or the people team.
Monitor, manage and document probation of new employees.
Disciplinary action is taken for breaches of company regulations.
Investigate and act upon grievance procedures.
Be familiar with the corrective measures of open dialogue, careful instruction, verbal warning and written warning to manage staff. Know these measures and be able to implement them in the absence of lodge management.
Be familiar with the procedures and preparations for a disciplinary hearing.

5. STAFF DEVELOPMENT AND SUPERVISION
Be knowledgeable in your fields and lead by example.
Exercise authority fairly and when needed during daily operations
Communicate company and management decisions clearly on a regular basis to staff.
Closely regard the appearance of all staff. You have the authority to approach staff in a friendly and authoritative manner if they fail to adhere to the given standards of clean, tidy appearance.
Personal hygiene includes short, clean nails, clean shaven every day (male) or tasteful makeup (female), hair tied back if long and groomed, any body piercing to be discreet and tasteful, no nose or eyebrow rings or bolts, no showy rings.
Ensure disciplinary action is taken for breaches of company regulations and report to Lodge /



Hotel Manager.
All queries concerning salaries, sick leave, leave in general and resulting disputes will be referred to Lodge / Hotel manager and employee representative where needed after you have tried to resolve them.
Oversee and control the distribution of stock, resources required to complete required tasks (i.e. cleaning materials; cleaning agents; food & beverage stock etc.)
Coach and develop staff; especially new staff
Ensure that staff handles company equipment carefully and knowledgeably.

6. ENVIRONMENT
Aim to minimize the ecological impact of the lodge consistently
Follow-up so team works in environmentally conscious manner.
Ensure refuse is sorted and binned separately for recycling purposes.

7. GENERAL DUTIES
Be discreet and handle matters confidentially.
Follow Gondwana Standards and implement the use of the same.
Report any faults or defects to maintenance department.
Be security conscious at all times of safety and health hazards.
Be aware of cost control.
Ensure that operating equipment is used carefully and properly.
Making suggestions for your own skills development, to build your skills profile
Attend training programs offered by the company.

JOB SPECIFICATIONS	
Literacy:	Fully literate
Language:	Fluent English and Afrikaans. German an advantage
Physical:	Be physically able to perform the duties detailed below
Numeracy:	Perform necessary work-related calculations, statistical and financial reports. Be able to interpret accounts, statements and quotes.
Training/ Education:	Grade 12. 3-year hospitality diploma or comparable qualification and work experience in the hospitality industry or comparable field for 3 years would advantageous. First aid course preferable. Or 2 years' experience in the working field and obtained knowledge of work procedures described below.



Competency:	Exercise leadership skills to supervise staff on behalf of lodge management and be knowledgeable in assisting with administrative duties. Have knowledge of the various lodge operation departments to assist and organize staff during the working day when necessary.
--------------------	---

The above job description defines the main areas of responsibilities and duties of the position. It is not to be seen as a complete list of all necessary tasks. The job description is reviewed regularly. If additional services are required, the employee is expected to carry out duties other than those defined in their job description and also after his/her official working hours.

Name of Employee

Signature of Employee

Date, Place