



CANYON ROADHOUSE : LODGE MANAGEMENT

The Position

Overseeing and guiding overall operations of the lodge and exercise leadership skills to supervise staff on behalf of lodge management and be knowledgeable in assisting with administrative duties. Co-ordinates and delegates the management team and ensures operational effectiveness and efficiency.

Scope and general purpose:

- Ensure the lodge is fully operational within its operating budget and the year-end result economical.
- Organize and supervise all staff to perform as a team and fulfill the standards of Gondwana Collection.
- Lead the Lodge team from the front and be visible to guests and staff alike.
- Recognize the uniqueness of Gondwana Collection and position the lodge as part of a collection 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 structures are in place to work according to the margins of the yearly budget and to fulfill the requirements of accounting, labour regulations, human resources and operations.
- Organize and 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.
- Perform work-related calculations, process statistical and financial reports and interpret accounts, statements and quotes.
- Operating the POS system regarding charging, correcting and managing POS system.
- Prepare the month-end with regards to salaries, HR-reports, financial reports, stock-taking and result analysis.
- Un-regular working hours are part and parcel of the inherent job requirements.

Competencies required

- A passion to host our guests
- Fluent in English. Afrikaans and German will be an advantage
- Minimum 5 years experience in Lodge Management or Hospitality Management



- Skilled in planning and organisation with a mind to the future
- Mentoring and training of staff
- Education background in the field of Hospitality Studies will be an added advantage
- Logistical planning ability
- Business oriented
- Ability to analyse and control costs, losses etc.
- Have excellent time-management skills
- Food & Beverage experience including cost and stock control
- Administration and Guest Relations experience
- Passion for the Environment and ability to monitor an Environmental Management Plan
- Computer Skills (Experience in Innkeeper, Microsoft Office and Timeware systems will be an advantage)
- Technical background will be an advantage
- A team player

Submit concise CV to cv@gcnam.com