



## **INTERNAL ADVERTISEMENT FRONT OFFICE SUPERVISOR**

Applications are invited from suitably qualified and experienced personnel to fill in the position of **Front Office Supervisor**

**Reporting to** : **Front Office Manager**  
**Location** : **A'Zambezi River Lodge**

The ideal candidate should meet the following requirements;

### **RESPONSIBILITIES INCLUDE:**

- ❖ Manage and supervise departmental duties.
- ❖ Perform departmental inspections.
- ❖ Regular training of departmental staff.
- ❖ Compiling and analyzing various reports relevant to the department.
- ❖ Supervise lobby activities to ensure efficient guest arrival experience.
- ❖ Ensure functionality of all systems and equipment at the front desk.
- ❖ Resolving guests' complaints ensuring guest satisfaction at all times.
- ❖ Maintenance of effective controls at the reception area.

### **Person Specifications and Attributes.**

- ❖ Holder of a Diploma in Tourism and Hospitality Management or equivalent.
- ❖ Knowledge of Opera property management system is a requirement.
- ❖ At least 2 years of relevant experience in a similar post.
- ❖ Yield management and sales skills are an added advantage.
- ❖ Demonstrable planning and customer care skills.
- ❖ High level of attention to detail.
- ❖ Good communication and interpersonal skills.

All applications, accompanied by a detailed CV, should be submitted online by not later than 1 August 2024 on the link below;

<https://rtgafrica.com/careers/jobs/front-office-supervisor-3/>