



THE ROYAL PORTFOLIO

At The Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose we seek to employ exceptional individuals whose personalities reflect our Purpose & Values.

PURPOSE & VALUES

To give our guests a complete experience & a perfect stay

GUESTS

- To be welcoming, genuine & warm
- To provide value & superior, personalized service
- To create an environment of relaxation & enjoyment

STAFF

- To have a culture of mutual respect, trust & integrity
- To recognize, reward & uplift
- To have passionate & expert staff

COMPANY

- To be financially sustainable
- To uplift local communities
- To promote conservation & protect the environment

ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschhoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.

ASSISTANT DUTY MANAGER LA RESIDENCE | FRANSCHHOEK



MAIN DUTIES & RESPONSIBILITIES

- Ensure that you have a proper knowledge of The Royal Portfolio as well as all of the establishments within the company
- To be able to prepare all beverages to a high standard
- Responsible to serve food and beverage items in a friendly and courteous manner.
- Recommend wines and beverages to guests.
- Ensure you have up to date knowledge of the wine industry and surrounding wine estates.
- Attending to guest request, site inspections and guest orientation of La Residence
- Ensure up to date general industry knowledge and put forward any ideas for improvement
- To be courteous, warm and welcoming to all guests
- At all times to be aware of and practise good customer relations.
- To ensure that the highest standard of service is given from all staff
- To serve guests according the establishments policies and procedures.
- To be respectful of superiors, accept requests within reason and co-operate
- To ensure complete understanding regarding the front of house procedures
- To carry out all duties as assigned by upper management.
- To accept any complaints and deal with it in the best possible manner



THE ROYAL PORTFOLIO

It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

CONNECT



To apply for this position please send your CV and a one page covering letter to:
careers@theroyalportfolio.com

ASSISTANT DUTY MANAGER LA RESIDENCE | FRANSCHHOEK

MAIN DUTIES & RESPONSIBILITIES

- Report all complaints to upper management.
- To ensure that hygiene standards are upheld.
- To be aware of and follow all safety/security procedures.
- To ensure on the job training is carried out on a regular basis.
- To give feedback on guest questionnaires to the front of house.
- To attend all meetings and training as requested.
- To ensure that regular meetings are held so the highest level of communication is obtained.
- Assist/Complete stock take and variance reports
- Responsible to serve food and beverage items in a friendly and courteous manner.
- To serve guests according the establishments policies and procedures.
- General overall assistance with FOH staff
- Assist with all breakdowns of functions and returning of service providers stock

REQUIREMENTS & QUALIFICATIONS

- Must have at least 2 years' experience in a 5* Hotel or 1 years' experience in a Ass Duty Manager environment
- Knowledge of the Property Management System at Operator Level; Opera & Micro's; computer literate with working knowledge of Microsoft Office Word, Excel and Outlook
- Demonstrated excellent written and verbal communication skills.
- Ability to multitasking and time-management
- Proven job reliability, diligence, dedication and attention to detail.
- Must be flexible with working nights, weekends, and holidays

WWW.THEROYALPORTFOLIO.COM