

# DUTY MANAGER (SOMMELIER EXPERIENCE)

## SCOPE & GENERAL PURPOSE

The main purpose of the Duty Manager is to manage and control the daily operations of the FOH department. To ensure that the standards of the Royal Portfolio are met in order to contribute to the purpose of the company - "To give our guests a complete experience and a perfect stay".

## MAIN DUTIES & RESPONSIBILITIES

- Living, Breathing and Understanding the P&V's and ensuring the lodge is immersed in the TRP Culture.
- Guest Interaction and Satisfaction.
- Create and update the wine list in coordination with chefs and the Food and Beverage Manager.
- Recommend food and wine pairings.
- Ensure that all wines are stored, presented and served to the required standards.
- Share your wine knowledge and encourage your team to develop their wine knowledge further through regular training sessions.
- Be present and assist with service.
- Guide site inspections and guests around the property.
- Be the point of contact for guests and anticipate and cater for their needs.
- General running of all FOH service areas and assist all service staff.



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

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## PURPOSE & VALUES

To give our guests a complete experience and a perfect stay

### GUESTS

To be welcoming, genuine and warm  
To provide value and superior, personalised service  
To create an environment of relaxation and enjoyment

### STAFF

To have a culture of mutual respect, trust and integrity  
To recognise, reward and uplift  
To have passionate and expert staff

### COMPANY

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

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## 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.

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## REQUIREMENTS & QUALIFICATIONS

- Minimum 3 years in the Hospitality Industry
- 1-2 years' Experience in a luxury 5\* establishment
- Qualified Sommelier diploma / certificates (Advantageous)
- Exceptional knowledge of Food and Wine
- Experience in Room Division and Food and Beverage is required
- Strong English verbal and written communication skills
- Systems - Micros (POS), Opera (PMS), Microsoft Office

The ideal candidate for the Duty Manager position is one who can be dedicated, a leader and a team player. **Someone who will live the Purpose and Values of the Company and buy into our culture.**

[WWW.THEROYALPORTFOLIO.COM](http://WWW.THEROYALPORTFOLIO.COM)



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](mailto:careers@theroyalportfolio.com)