



FRONT OFFICE SUPERVISOR

ROYAL MALEWANE  
GREATER KRUGER NATIONAL PARK



THE ROYAL PORTFOLIO



## SCOPE & GENERAL PURPOSE

The main purpose of the **Front Office Supervisor** is to assist in the management and control the daily operations in the FO department this includes the Curio Shop. To ensure that the standards of the Royal Portfolio are met, if not exceeded, in order to contribute to our purpose which is "To give our guests a complete experience and a perfect stay".

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## MAIN DUTIES & RESPONSIBILITIES

- Front Office is the administrative hub of the Lodge and as such requires a forward-thinking individual with a planned approach to assisting guests with their individual needs
- Assist in the day-to-day operations of FO
- Be the point of contact for guests, assist with guest/reservations/agent communication as well as inter-departmental communication (this requires 2way radio confidence as well as a positive telephone manner)
- Update daily guest arrivals/departures and relevant information on our daily "Daysheet" and updating new information on Opera
- Assist guests in the curio shop
- Receiving and coordinating freight deliveries, capturing curio stock, monthly stock takes
- Ensuring the curio shop is kept neat, clean and tidy.
- Living, breathing and understanding the company's purpose and values

## REQUIREMENTS, QUALIFICATIONS & EXPECTATIONS

- Minimum 3 years in the Lodge/Safari Industry
- 1-2 years' experience in a luxury 5\* establishment
- Strong English verbal and written communication skills – additional languages beneficial
- Strong working knowledge of office procedures and basic accounting principles
- Great organisational and multitasking abilities
- Must be detail orientated
- Should be well versed in all digital communication channels
- Systems – Opera (PMS) and Microsoft Office are required, Pastel knowledge is advantageous

Find out more on [The Royal Portfolio's Career page](#).

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.

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

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## CONNECT



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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.