



GUEST EXPERIENCE MANAGER

ROYAL MALEWANE  
GREATER KRUGER NATIONAL PARK



THE ROYAL PORTFOLIO

## SCOPE & GENERAL PURPOSE

The main purpose of our **Guest Experience Manager** is to give our guest “a complete experience and perfect stay”. The **Guest Experience Manager** will host guests during their stay, ensuring that their every need is anticipated ahead of time. They will play a leadership role in promoting exceptional customer service from the team, and be the main point of contact between the guests and all other departments. The **Guest Experience Manager** will attend to the social (as opposed to the operational) side of their stay, with a high focus on the guests’ entertainment. This is not a 9-5 job, as the **Guest Experience Managers** work split shifts, ensuring that someone is always available, or on duty, when guests are present.

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## MAIN DUTIES & RESPONSIBILITIES

- Provide superior professional and high-class guest service experiences
- Monitor daily bookings and ensure assigned rooms are prepared with relevant departments prior to check-in
- Respond and anticipate guests’ needs (whether communicated or not)
- Effective communication between guests and all departments to ensure that the guest experience flows
- Ensure that special guests (those with disabilities or restricted diets, the elderly, children, and VIPs) receive exceptional, personalised service
- Upsell Spa experiences to enhance the guest experience
- Promote all lodge amenities, conveniences and programmes offered
- Oversee check-in and check-out procedures, including reservations and financial transactions
- Be visible during guest meal times.
- Promote Spa and Foundation experiences to guests.
- Ensure that our suppliers deliver a 5 star service to our guests and act in line with our expectations.
- Ensure that all assets are in good condition and if not, consult with HOD, DGM, GM regarding repairs.
- Take charge in emergency situations and follow emergency protocols.

## REQUIREMENTS, QUALIFICATIONS & EXPECTATIONS

- Tertiary Qualification in Hospitality Management
- At least 4 years’ experience in a 5\* lodge environment
- An awareness of international hospitality trends
- Understanding of Lodge Housekeeping, Maintenance, Spa and Rangers Departments
- Food and Beverage Knowledge
- First Aid Level 1
- Understanding of all hotel management best practices and relevant laws
- Ability to work flexible hours
- PDP
  
- Passionate about the “wow” factor and making guests’ stay memorable
- Diligence, self-motivation to meet deadlines and keep on top of the job
- Ability to manage conflict or dissatisfaction without aggression
- The ability to remain calm under pressure
- Is able to problem solve without supervision or guidance
- Able to maintain confidentiality and to use discretion in all interactions
- Communication, diplomacy, interpersonal interaction, leadership, problem-solving, teamwork, sense of urgency
- Assertiveness, organised, patient, go-getter,
- Attention to detail
- Customer service oriented

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.