



DUTY MANAGER

BIRKENHEAD HOUSE
HERMANUS



THE ROYAL PORTFOLIO

SCOPE & GENERAL PURPOSE

The Duty Manager at Birkenhead House manages and controls the daily operations of the FOH department. They 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

- Communicate effectively throughout the hotel. Ensure departments are aware of guest needs, changes and requirements
- Conduct site inspections when on duty
- Host guests during their stay
- Ensure the hotel is set up accordingly on a daily basis
- Report incidents to the correct channels
- Ensure the hotel follows cleanliness, health and safety protocols
- Assist guests with check in and departure
- Ensure that the staff as well as yourself live, breathe and embrace the companies P&Vs
- Make sure SOP's are followed

REQUIREMENTS, QUALIFICATIONS & EXPECTATIONS

- Tertiary qualification in Hospitality Management
- 3 years' Experience in a luxury 5* establishment (Required)
- 2 years' Hotel Management Experience (Required)
- 2 years' Rooms Division Experience (Preferred)
- 2 years' Food & Beverage Experience (Preferred)
- 2 years' Housekeeping Experience (Preferred)
- A basic understanding of maintenance
- Strong knowledge of Hermanus and the Overberg area as well as other properties, activities and venues in the region
- Strong systems experience - Micros (POS), Opera (PMS), Microsoft Office
- Strong communication skills
- Ability to think on your feet and come up with solutions
- A positive attitude
- Be able to deal with and handle conflict
- High level of guest experience
- Team player

Find out more about working at The Royal Portfolio on our [Career page](#) and apply via our [Candidate database](#).

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



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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

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

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.