



DUTY MANAGER

LA RESIDENCE
FRANSCHOEK


THE ROYAL PORTFOLIO

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 company’s purpose and values and ensure that the hotel is immersed in the TRP Culture.
- Ensure complete guest interaction and satisfaction.
- Be the point of contact for guests and anticipate and cater for their needs.
- Ensuring that guest and staff satisfaction is maintained through interdepartmental communication and liaison.
- Assisting and supporting the Rooms Division and Food & Beverage Department in managing the Operations of the hotel.
- In the absence of the General Managers, been the Senior Manager and point of contact at the hotel.
- Ensuring that all decisions are made with Company's interest been put first (communicating with the HOD of the relevant department) but with utmost importance ensuring the Safety of our guests and staff.
- Monitor health and safety throughout the hotel.
- Guide site inspections and guests around the property

REQUIREMENTS, QUALIFICATIONS & EXPECTATIONS

- 5 years’ Experience in a luxury 5* establishment (Required)
- 3 years’ Room Division Experience (Preferred)
- 3 years’ Food & Beverage Experience (Preferred)
- 3 years’ Housekeeping Experience (Preferred)
- 5 years’ Hotel Management Experience (Required)
- Diploma in Hospitality (Required)
- Strong English verbal and written communication skills
- International Language (Advantageous)
- Systems - Micros (POS), Opera (PMS), Microsoft Office
- Must live locally and be familiar with the restaurants, wine farms and venues in and around Franschoek.

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.

All new appointments at The Royal Portfolio's properties will need to show proof of vaccination against Covid 19.

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.