

Job Title	Front of House Supervisor
Location	Thakadu River Camp, Madikwe Game Reserve
Objective	The Front of House Supervisor is responsible for overseeing the daily front-of-house operations to ensure exceptional guest service and smooth coordination between departments. The role requires strong leadership, excellent communication skills, and a commitment to delivering high standards of hospitality.
Key Areas	1. Guest Service & Experience • Welcome guests and ensure a warm, professional first impression. • Ensure guests receive efficient and friendly service throughout their visit or stay. • Handle guest queries, complaints, and special requests professionally. 2. Front of House Operations • Supervise the day-to-day front-of-house activities including reception, guest services, and public areas. • Ensure smooth check-in and check-out procedures where applicable. • Maintain cleanliness, organisation, and presentation of front-of-house areas. 3. Staff Supervision & Coordination • Supervise front-of-house staff and ensure duties are performed effectively. • Assist with staff scheduling, training, and performance monitoring. • Promote teamwork and effective communication between departments. 4. Administration & Reporting • Maintain accurate guest records and booking information. • Assist with daily reports, cash handling, and operational documentation. • Ensure front desk procedures and company policies are followed. 5. Health, Safety & Compliance • Ensure compliance with health, safety, and operational policies. • Maintain safety and security standards within front-of-house areas.



Minimum Requirements	Competencies
• Matric / Grade 12 • Diploma or qualification in Hospitality Management or Tourism (advantageous). • Minimum 2–4 years' experience in a front-of-house or guest services role in hospitality. • Previous supervisory experience preferred. • Strong customer service and communication skills. • Computer literacy including Microsoft Office and reservation systems. • Ability to work flexible hours, weekends, and public holidays.	• Strong leadership and supervisory skills • Excellent guest service orientation • Strong communication and interpersonal skills • Problem-solving and conflict resolution ability • High level of organisation and attention to detail • Ability to work under pressure in a fast-paced environment
Please take note of the following before applying: • Do not send your CV / apply if you do not meet the minimum requirements • Only candidates that meet the above requirements will be contacted • Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful. • Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan Please submit your updated CV at Sebolao Tribal Office on or before 17 July 2026	