

Job Title	Host/Hostess
Location	Thakadu River Camp, Madikwe Game Reserve
Objective	The Host/Hostess is the first point of contact for guests, responsible for welcoming them, managing reservations, and ensuring a smooth, enjoyable guest experience. The role requires excellent customer service, organisational skills, and a friendly, professional demeanor.
Key Areas	1. Guest Reception & Service • Welcome guests warmly upon arrival and ensure a positive first impression. • Manage reservations, seating arrangements, and guest flow efficiently. • Provide information about the lodge, restaurant, menu, or facilities as required. • Handle guest inquiries and special requests professionally. 2. Front of House Operations • Coordinate with wait staff, bartenders, and other FOH team members to ensure smooth service. • Maintain cleanliness and presentation of the reception, lobby, and dining areas. • Assist with setting up the dining area for service, events, or functions. 3. Administrative Support • Maintain accurate guest records and reservation logs. • Support the FOH manager with reports, guest feedback, and administrative tasks. • Monitor guest satisfaction and report concerns or compliments to management. 4. Health, Safety & Compliance • Ensure all front-of-house areas meet hygiene and safety standards. • Follow lodge or restaurant policies and procedures to maintain a safe environment.



Minimum Requirements	Competencies
• Matric / Grade 12 • Previous experience in a hospitality, front desk, or customer service role preferred. • Basic computer literacy and knowledge of reservation systems advantageous. • Excellent communication and interpersonal skills. • Friendly, professional, and guest-focused attitude. • Ability to work flexible hours, including evenings, weekends, and public holidays. • Basic numeracy and organisational skills.	• Excellent guest service and interpersonal skills • Good communication and problem-solving abilities • Attention to detail and professionalism • Ability to work efficiently under pressure • Strong organisation and time management skills • Teamwork and collaboration within the FOH team
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	