

Job Title	Receptionists X2
Location	Thakadu River Camp, Madikwe Game Reserve
Objective	The Receptionist is the first point of contact for guests, visitors, and clients, responsible for providing courteous, professional, and efficient service. The role involves handling check-ins/check-outs, reservations, guest inquiries, and administrative tasks while maintaining a welcoming environment.
Key Areas	1. Guest Experience & Satisfaction • Ensure guests receive courteous, professional, and timely service • Respond effectively to guest requests, inquiries, and complaints • Maintain positive guest feedback and satisfaction levels 2. Operational Efficiency • Manage check-ins, check-outs, and reservations accurately and efficiently • Maintain organized guest records and administrative documentation • Support smooth coordination between reception and other departments 3. Compliance & Standards • Adhere to company policies, standard operating procedures, and safety/security protocols • Maintain confidentiality of guest information and sensitive data • Ensure reception area and related operations meet cleanliness and service standards 4. Teamwork & Communication • Work collaboratively with colleagues and supervisors to ensure smooth front office operations • Communicate effectively with other departments to meet guest needs • Contribute positively to team performance and operational objectives



Minimum Requirements	Competencies
• Matric / Grade 12 or equivalent qualification. • Previous experience in reception, front office, or customer service preferred • Knowledge of front office operations, reservation systems, and guest service standard • Strong communication, interpersonal, and problem-solving skills • Ability to work under pressure, handle multiple tasks, and manage guest interactions professionally	• Customer service and guest relations • Communication and interpersonal skills • Attention to detail and accuracy • Time management and multitasking • Teamwork and collaboration • Problem-solving and adaptability • Professionalism, reliability, and integrity • Health, hygiene, and safety awareness
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	

