



Job Title	Lodge Manager
Location	Thakadu River Lodge, Madikwe Game Reserve
Objective	We are looking for a dedicated and experienced Lodge Manager to oversee overall management and day-to-day operations of the lodge, ensuring exceptional guest experiences, efficient operations, financial performance, and compliance with brand, safety, and regulatory standards. This role provides leadership across all departments and ensures the lodge operates in line with organizational objectives.
Key Areas	Guest Experience & Brand Standards • Achieve and maintain guest satisfaction and review scores above target benchmarks • Increase repeat guest and referral rates • Ensure consistent service quality across all departments • Minimize guest complaints and unresolved service issues Financial Performance • Achieve annual and monthly revenue targets • Maintain departmental expenses within approved budgets • Improve gross operating profit (GOP) margins • Optimize cost control without compromising service quality Operational Excellence • Ensure efficient interdepartmental coordination and workflow • Maintain high occupancy and average daily rate (ADR), where applicable • Minimize operational disruptions and service delays • Ensure facilities and assets are maintained to brand standards People Management • Maintain staff turnover within acceptable limits • Ensure completion of training, performance appraisals, and development plans • Foster a high-performance, service-driven culture • Ensure compliance with labor laws, conduct, and disciplinary standards Compliance, Safety & Risk Management • Achieve zero critical health, safety, or security violations • Ensure compliance with licensing, audits, and inspections • Maintain emergency preparedness and risk mitigation plans • Promote sustainability and environmental responsibility initiatives



MINIMUM REQUIREMENTS	Competencies
• Matric / Grade 12 • Degree or diploma in hospitality management, business administration, or related field preferred • Proven experience as a Lodge Manager, Hotel Manager, or Senior Operations Manager • Strong leadership, financial, and operational management skills • Excellent guest relations and communication abilities • Ability to manage multiple departments in a lodge or resort environment • Proficiency in hospitality management systems and reporting tools • Ability to work flexible hours, including weekends and holidays	• Strategic leadership and decision-making • Financial acumen and budget management • Guest-centric service excellence • Operational planning and execution • Integrity, professionalism, and accountability
Please take note of the following before applying: • Do not send your CV / apply if you do not meet the minimum requirements • Transferring will have to be negotiated with your current manager • 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 send your updated CV to recruitment@aha.co.za on or before 10 July 2026 Application Subject: Thakadu Lodge Manager	