

Kenya Safari Lodges & Hotels Ltd

JOB DESCRIPTION: LODGE MANAGER

A). SCOPE & MAIN PURPOSE OF THE JOB

1. Drive the broader goals of the company, in terms of the lodge, by planning and implementing Strategic Management Plans.
2. Management and training of the lodge staff in line with KSLH Standard of Excellence.
3. Ensure ultimate guest relations in the lodge and “personal attention levels” are maintained.
4. Maintain the highest standards of housekeeping and maintenance and ensure that style and design is not eroded.
5. Effective financial management through the administration of orders and effective stock control.
6. Effective communication and maintenance of good labour and employee relations

B) AREAS OF RESPONSIBILITY – KEY RESULT AREAS

Key Performance Areas

Actions

<p>1. Drive the broader goals of the company, in terms of the lodge, by planning and implementing Strategic Management Plans</p>	<p>i. Formulate plans for the lodge, according to the goals and guidelines provided annually by Senior management. ii. Liaise actively with all members of the department, other Strategic Managers and HOD’s, and the general manager before completing the plans. iii. Implement the plans actively during the course of a year. iv. Ensure that the lodge staff are aware of the plans and relevant objectives and ensure that they feel part of the process.</p>
<p>2. Maintain the highest standards of Housekeeping and Maintenance and ensure that style and design is maintained</p>	<p>i. Ensure that the lodge is maintained in line with the operational manuals. ii. Ensure that the style and design of the lodge is maintained. iii. Track all maintenance issues and ensure that follow up is swift and effective. iv. Ensure that every room is perfect for a guest arrival and ready for their arrival on time. v. Conduct “Walk Through’s” in the lodge with the maintenance and housekeeping HODs vi. Ensure that preventative maintenance is continuous. vii. Co-ordinate with maintenance department about the refurbishment and replacement of furniture</p>
<p>3. Effective communication and maintenance of labour and employee relations</p>	<p>i. Communicate continuously with HODs and staff to ensure that things run smoothly in the lodge. ii. Complete a written handover for the reliever manager when going on leave and conduct a formal handover on your return. iii. Ensure that a good relationship is maintained with the other KSLH units iv. Ensure that the relationship between the management and Works committee is maintained. v. Daily, weekly and monthly meetings as may be necessary vi. Attend monthly management meetings and present the month end report.</p>

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<p>4. Management and training of the lodge staff in line with the KSLH Standard of Excellence</p>	<ul style="list-style-type: none"> i. ensure tasks are executed timeously and to the required standard. ii. Ensure that all staff have a clear understanding of the KSLH Standard required of them. iii. Attend to guest feedback promptly where necessary. iv. Provide and plan for adequate staff on the ground through v. Ensure all staff are correctly dressed to enhance the image of the establishment. vi. Check buffets and bush function set up to see that standards have been attained. vii. Check that back of house areas are clean and tidy. x. Conduct staff performance reviews on an annual basis to provide feedback to staff on their performance; to identify training needs; and encourage input from individuals in terms of the department processes and their individual performance. viii. Have an appropriate training program in place for lodge staff on group and individual basis. ix. Lead service excellence workshops. x. Attend to disciplinary matter as per guideline with the assistance of the HRM xi. Take charge in any emergency that occurs within the lodge and follow the emergency procedures as laid out.
<p>5. Ensure ultimate guest relations in the lodge and that 'personalized attention levels' are maintained</p>	<ul style="list-style-type: none"> i. Meet and greet each guest in lodge during their stay. ii. Relay to guest the "needed" lodge information. iii. Co-ordinate emails relating to guest info from reservations office and file in a day file for easy reference. iv. Manage the Front office & Reservations offices which keep a guest database (history) updated with the assistance of the Fidelio system v. Ensure that management staff are present at all guest meals. vi. Report any negative feedback to the General Manager and call on the general manager to intervene when necessary. vii. Ensure that staff meet guests at the lobby on arrival and walk guests departing to their car on departure. viii. Ensure that staff complete the following key tasks: <ul style="list-style-type: none"> o Appropriate Guest information is given to front office cashier before their departure o Indemnity forms are completed for each guest when necessary o Guests fill in the visitors book o Guests complete feedback cards

