

VACANT POSITION



Onguma Safari Camps has a vacant **Front of House Ambassador** position at Onguma The Fort,

Requirements:

- Must have Grade 12
- Must be good with English communication (speaking, writing, counting)
- Must be computer literate (Microsoft and any computer programmes)
- Must have Innkeeper - Cimso experience
- Must be good with basic mathematics
- At least 2 years Front of House, Waiter or Guest Service Experience with high clientele at a 5 star level
- Must be accurate and efficient with work (minimal mistakes) and ensure attention to detail.
- Demonstrates strong teamwork and exceptional service, consistently maintaining a positive attitude and professional demeanor when working with colleagues and guests
- Great analytical and problem-solving skills
- Stand and work on your feet for long hours
- Ability to learn with exceptional rapidity

Duties will include but not limited to the following:

- Face to face Check-Ins
- Be active in selling activities
- Orientate all guests thoroughly with the facilities available, meal times, activity times etc.
- Maintain the front of house areas to look their best at all times (this includes the public toilets). Check specific the welcome area, the water, the towels etc
- To answer the telephone professionally and be polite at all times. To take clear and well-informed telephone messages

- Make sure we have all the names of our guests arriving and check the fly in arrival time and the airstrip
- Room checks after as per the check list given and note which rooms are checked and note the name of the person responsible for checking
- To handle money and credit cards correctly and responsibly, creating invoices correctly of all transactions that was made.
- Go around guest's tables during meal times to find out if everything is still fine and if there are no problems. Assist guests should there be any problems
- The filing of guest's registration, indemnity forms, guest's vouchers and any other paper work.
- Assist with room checks
- Receiving deliveries from suppliers.
- Think ahead and plan what can be offered for Honeymooners, guests having birthday, anniversary - assist with ideas and be PROACTIVE
- Responsible for constantly checking the emails at reception

Should you be interested to apply, please send the CV to: recruitment@onguma.com with **Front of House Ambassador** as the subject on the email. Or if you know of anyone that meet the requirements that want to apply.

LAST DAY TO APPLY IS 31 DECEMBER 2025

If you do not hear from us within 2 weeks after the due date your application was not successful.