



Job Vacancy

HOSPITALITY MANAGER

Samara Karoo Reserve is a private game reserve spanning 27,000 hectares in the Great Karoo. A safari business with a purpose, Samara is a destination where every guest stay contributes to conservation. Three intimate 5-star lodges welcome guests for slow, meaningful and exceptional wildlife and wilderness encounters.

Samara currently has an opportunity for an HOSPITALITY MANAGER, responsible for overseeing hospitality operations across three luxury lodges and the maintenance of the highest levels of service excellence to ensure an exceptional guest experience.

The successful candidate will be a highly motivated natural leader with strong attention to detail, demonstrating a proven track record of managing staff across multiple locations, excellent interpersonal skills and a commitment to supporting our sustainability ethos.

Key responsibilities and duties

- Ensuring world-class guest experiences across three lodges: Karoo Lodge (sleeps 24), The Manor (sleeps 8) and Plains Camp (sleeps 8)
- Leading, mentoring and managing hospitality teams at all three lodges
- Overseeing daily operations, service quality and SOP compliance
- Managing front-of-house and beverage budgets and supplier relations
- Fostering inter-departmental collaboration and guest engagement
- Upholding sustainability values in line with Samara's commitment to The Long Run's 4Cs framework

Requirements

- Minimum 5 years in the hospitality industry with minimum 2 years in a managerial role at 5-star lodge or hotel
- Excellent leadership and communication skills

- Passion for hospitality excellence
- High standards of guest service excellence and attention to detail
- Detail-oriented with financial and operational acumen
- Proficient in hospitality systems (PANStrat preferred)
- Proficient in Microsoft Office
- Proficient in English. Knowledge of Afrikaans advantageous
- Calm, solutions-driven leader with ability to solve problems under pressure
- Commitment to keeping up to date with trends and developments in hospitality, travel and tourism

About the job

- Live-in position **on-site** near Graaff-Reinet, Eastern Cape, South Africa. Housing will be provided on the reserve.
- Remuneration and benefits will be market-related and in accordance with experience and qualifications

A couple may be considered if the partner is a Field Guide with relevant Big 5 experience.

Should you meet the requirements for this position please apply with your CV (maximum 2 pages) and a covering letter including salary expectation and contact details of two recent independent references to gm@samara.co.za.

Please note that applicants must be legally entitled to work in South Africa.

Correspondence will be conducted with short listed candidates only. If you have not received any communication from us within 14 days of your application please consider your application unsuccessful.

Samara reserves the right not to make an appointment.