

**POSITION** : REGIONAL HOSPITALITY OFFICER  
**CENTRE** : TSOLWANA NATURE RESERVE  
**LEVEL** : C - UPPER

### Purpose

To manage hospitality services in an effective and efficient manner by maintaining and improving the hospitality professional image of the tourist facilities in the Reserves.

### Requirements

- 3 (three) years tertiary qualification in Hospitality or equivalent relevant qualification.
- 5 (five) years' experience in a similar position.
- Experience in customer care and service excellence.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Computer literate with basic knowledge of Microsoft Office programmes
- A valid Driver's Licence

### Key Performance Areas

- **Hospitality Revenue Generation:** Monitor the revenue generation at the Reserves.
- **Management of Tourist facilities:** Oversee the management of tourist facilities and related infrastructure and surrounding areas.
- **Hospitality Compliance:** Develop, monitor, and ensure compliance to hospitality specifications.
- **Hospitality Administration:** Compile monthly hospitality reports for Reserves and submit to Regional manager.

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In line with the Employment Equity Policy of the Eastern Cape Parks & Tourism Agency, preference will be given to suitable candidates from the designated groups. (Where applicable).

Closing Date: **04 March 2024**

### Please forward your application to:

- 1) Recruitment1@ecpta.co.za, please specify the position you are applying for.
- 2) Please submit a comprehensive CV. Applications received after the closing date and/or those submitted to an address not listed above will not be considered.
- 3) If you do not receive a response within 30 days, please consider your application as unsuccessful.

**The ECPTA reserves the right not to fill any advertised position**

