



ONGAVA

GAME RESERVE

CAREER OPPORTUNITY

Job Title: Host **Department: Hospitality**

The host is the first employee to interact with guests as they arrive at the camp. It will be their responsibility to welcome the guests by greeting them as per the standards and respond to customer queries by resolving issues in a timely and efficient manner to ensure customer satisfaction. The host should ensure a proficient and professional food & beverage service to the guests by meeting and also exceeding their expectations.

Location: Ongava Game Reserve

Reports To: Lodge Manager

Employment Type: Full-time

Duties & Responsibilities:

- Welcome guests in a warm and friendly manner
- Do guest check-in according to company procedures
- Maintain a clean reception/check-in area
- Liaise with guests about all special needs, requirements, plans for the duration of their stay
- Respond to guest inquiries and requests in a timely, friendly, and efficient manner
- Ensure 'Welcome Back' standards are adhered to
- Assist waitstaff with all set-ups and service
- Guide waitstaff where needed
- Ensure all special requests and requirements are met by communicating to all relevant departments
- Ensure food and beverage standards of the company are met and exceeded
- Perform opening and closing duties as needed
- Help fellow team members and other departments wherever necessary to maintain positive working relationships
- Assist with guest check-out procedures
- Greet guests upon their departure
- Perform stocktakes according to schedules

Requirements:

- Grade 12 Certificate or equivalent
- Team player
- Physical abilities to carry out the functions of the job description
- Flexibility to work shifts
- Attention to detail
- Excellent communication skills (via phone and in-person)
- Physical stamina
- Beyond excellent customer service
- Excellent time management

How to Apply:

Interested candidates who meet the above application criteria are requested to apply for this vacancy by sending an updated CV, motivational letter, and qualifications to apply@ongava.com.

Closing date: 24 August 2025 (only shortlisted candidates shall be contacted).

For any enquiries, please contact +264 (0) 83 370 9775