Under the direction of the immediate manager, the incumbent is responsible for ensuring that the front office and reception are run efficiently and professionally and achieves the highest standard of good customer service at all times. The incumbent will lead the front office team in executing high-class reservation experience for the hotel and conference guests and consistently improve the level of customer service in the front office department of the hotel.

**Requirements:**

- M+2 year Diploma in Hospitality management or other relevant qualification, a degree will be an added advantage.
- Minimum of 4 years’ experience in Front Office operations.
- Must have 2 years of experience in a front office leadership role.
- Experience in training of students/interns will be a recommendation.
- Must have Micros experience.
- Experience in Food and Beverage services in a four or five star hotel will be an added advantage.

**Key Competencies:**

**Knowledge**

- Well presentable with an upbeat personality.
- Switch board operation skills.
- Strong written and verbal communication skills.
- Strong problem solving skills.
- Good leadership and interpersonal skills.
- Good computer literacy skills.

**Skills**

- Good written and verbal communication skills.
- Good problem solving skills.
- Computer skills.
- Good interpersonal skills.

**Personal Attributes**

- People orientated, hard worker, responsible, reliable, creative and innovative.
- Respectful, honesty, punctuality and understand of protocol.
- Proven attributes of transparency, integrity and teamwork.

Candidates who meet the minimum requirements are invited to apply for the advertised positions. Remuneration will be commensurate with the level at which incumbents of these post will be expected to perform.

**It is compulsory that all applications have the following documents:**

- UMP application form for employment (is accessible on www.ump.ac.za)
- Letter of application (that provides detailed information on how the applicant meets the requirements for the position)
- A comprehensive CV
- Certified copies of relevant qualifications, ID and appropriate references.

Failure to comply with the requirements on your application, will automatically disqualify your application. All applications should be sent to: Electronically to: umprecruitment@ump.ac.za, or post to Private Bag x11283, Mbombela, 1200 or hand delivered physically at the University of Mpumalanga.

If UMP has not responded within eight weeks of the closing date, you should regard your application as unsuccessful. Correspondence will be entered into with shortlisted candidates. It is the intention of the university to promote representivity in respect of race, gender, and disability through the filling of this post.

Enquiries and details regarding this post may be directed to Human Resource Management, Ms Nomsa Mnisi or Mr Sydney Thwala. The landline is 013 – 002 0001.

**The closing date for receipt of is 22 July 2019.**