TSWALU

JOB PROFILE

Job Title: Homathi/Butler
Location: Kalahari
Department: Hospitality
Reports to: Loapi Camp Manager

At Tswalu, you become part of a dedicated team that is responsible for South Africa's largest privately protected conservation area. For over 25 years, Tswalu has been at the forefront of biodiversity preservation and environmental research in southern Kalahari.

Your role as a custodian contributes to a collective effort that goes beyond individual achievements. Every action supports our mission to leave the world better than we found it, and together, we work toward goals that are much bigger than any one person. It is a privilege and a serious responsibility, rooted in our long-term vision focused on restoring and safeguarding wildlife habitats for future generations.

PURPOSE

Provides personalized guest service and ensures a seamless luxury camp experience by attending to guest needs, coordinating services, and maintaining high hospitality standards in a remote game reserve environment.

KEY RESPONSIBILITIES

- Welcome guests on arrival and provide orientation of rooms, camp facilities, and daily activities.
- Serve as the main point of contact for assigned guests throughout their stay.
- Coordinate meals, game drive schedules, spa bookings, and special requests.
- Provide in-room service including beverages, refreshments, and turndown service.
- Prepare rooms for arrivals, check amenities, and ensure high presentation standards.
- Assist with packing/unpacking and laundry arrangements where required.
- Set up private dining, bush meals, picnics, and special occasions.
- Liaise with housekeeping, kitchen, guiding, and maintenance teams to ensure smooth service.
- Maintain guest confidentiality and deliver discreet, professional service.
- Ensure compliance with health, safety, and lodge standards.
- Assist with general lodge duties during quieter periods.

REQUIREMENTS

- Previous experience in luxury hospitality, lodge, or butler service preferred.
- Excellent guest service and communication skills.
- High attention to detail and professional presentation.
- Ability to anticipate guest needs and provide personalized service.
- Flexible and willing to work shifts, weekends, and public holidays.
- Comfortable working and living in a remote game reserve environment.

DESIRABLE SKILLS

- Butler or hospitality training/certification.
- Wine, beverage, or barista knowledge.
- First aid training.
- Experience in luxury safari lodges or boutique hotels.

WORKING CONDITIONS:

- Based on a game reserve; involves early mornings, weekends, and public holidays.
- Physically demanding role requiring high fitness levels.

WHAT WE OFFER

- A dynamic leadership role in a vibrant and unique environment.
- Opportunity to work within one of South Africa's most respected conservation brands.
- Competitive compensation and benefits package.
- A culture of innovation, collaboration, and hospitality excellence.
- Being part of a purpose-led organisation focused on meaningful impact.

ACCEPTANCE

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Employee Name and Surname **Employee Signature**

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Date