

JOB DESCRIPTION

Front Desk & Guest Relations Officer

DEPARTMENT	Reservations & Guest Experience
REPORTS TO	Lodge Manager
LOCATION	Enkare Boma Lodge, Mto wa Mbu, Tanzania
CONTRACT TYPE	Permanent / Open-Ended — Following 6-Month Probation

PURPOSE OF THE ROLE

The Front Desk & Guest Relations Officer is the face of Enkare — the first voice a guest hears after booking, the first face they see on arrival, and the person they return to when something matters. This role carries the responsibility of delivering the Enkare promise at every touchpoint: warm, attentive, knowledgeable, and never, ever saying no without a solution. The person in this role must be equally comfortable managing a complex reservation, calming a frustrated guest, briefing a new arrival on their activities, and settling a bill — all before 10am.

KEY RESPONSIBILITIES

RESERVATIONS & BOOKINGS

- Manage all reservations through the property management system — new bookings, amendments, cancellations, and folios
- Respond to all enquiries within 2 hours — email, WhatsApp, social media, and phone
- Send booking confirmations, invoices, and pre-arrival packs using the Enkare template library
- Monitor deposit and balance due dates — send reminders and escalate non-payment to the Lodge Manager
- Maintain rate parity across all OTA channels — update availability daily
- Prepare the arrival list every evening for the following day and brief the full team

GUEST RELATIONS & ARRIVAL EXPERIENCE

- Personally welcome every arriving guest — know their name, their occasion, and their preferences before they arrive
- Manage the arrival ritual: welcome drink, herbal tea, cultural orientation, activity briefing
- Coordinate with the kitchen, butler, and Cultural Host to ensure every arrival sequence is seamless
- Handle all guest requests, questions, and complaints promptly and with genuine warmth
- Conduct daily check-ins with in-house guests — proactively ask, do not wait to be told
- Manage the departure process: bill presentation, farewell sequence, feedback collection

COMMUNICATION & ADMINISTRATION

- Maintain the guest database — preferences, occasions, return guest notes, and consent records
- Send post-stay thank-you emails and review requests within the specified timeframes
- Monitor and respond to all online reviews within 48 hours in the Enkare voice
- Liaise with agents and DMCs on their bookings — update them promptly on any guest-related matters
- Complete the daily reservations report and contribute to the weekly sales summary

REQUIREMENTS

- Certificate or diploma in Hospitality, Tourism, Front Office Management, or equivalent
- Minimum 2 years of front desk or guest relations experience in a lodge or hotel
- Proficiency with Property Management Systems — Cloudbeds experience preferred
- Excellent written and spoken English — professional and warm in all written communication
- Comfortable with WhatsApp Business, social media monitoring, and email management
- Numerically competent — able to manage billing, invoicing, and reconciliation accurately
- Knowledge of Swahili is essential; Maa is a significant advantage

PERSONAL ATTRIBUTES

- Instinctively warm — makes people feel welcome in the first 30 seconds
- Unflappable — stays calm, professional, and solution-focused even when the lodge is full and something has gone wrong
- Meticulous — never sends a wrong date, a wrong name, or an unverified piece of information
- Proactive — anticipates what a guest needs before they realise they need it
- A natural communicator — equally comfortable in a formal email to an agent and a WhatsApp to a first-time guest
- Proud of Enkare — talks about the lodge, the community, and the experience with genuine enthusiasm

WHAT GREAT LOOKS LIKE

A great Front Desk & Guest Relations Officer at Enkare is someone who treats every guest as if this is the most important trip of that person's year — because it probably is. They remember that the couple in Villa 3 are celebrating an anniversary. They know the chef needs to be warned about the nut allergy before 11am. They write the review response that makes even a 3-star guest feel heard. They make the reservation system sing and the guest feel like they are the only person who has ever stayed here.

COMPENSATION & BENEFITS

Competitive salary above the Tanzanian hospitality market rate, reviewed annually. Benefits include meals on shift, uniform, NSSF contributions, performance bonus, and 28 days annual leave. After 12 months, eligible for sponsored professional training and career progression within the Reservations & Guest Experience function.

[APPLY HERE](#)

"If we take care of the culture, the culture will take care of us in return."