



**Job Title:** Assistant Restaurant Manager

**Location:** Tswalu Kalahari Reserve

**Department:** Boscia

**Reports to:** General Manager, Boscia

*\* We expect the position to spend one week a quarter (Monday to Friday) on the Reserve, subject to flight availability.*

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 the 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.

### **Job Summary**

The Assistant Restaurant Manager supports the General Manager in overseeing daily operations at Boscia, ensuring the delivery of an exceptional, world-class dining experience aligned with the reserve's luxury hospitality standards. This role requires a refined understanding of fine dining service, strong leadership capability, operational precision, and a deep appreciation for sustainability, heritage ingredients, and guest-centric hospitality.

### **KEY RESPONSIBILITIES**

#### **Guest Experience & Service Excellence**

- Ensure seamless execution of service standards in line with standards set by Tswalu and their consultant Chef.
- Anticipate and exceed guest expectations through personalized engagement.
- Address guest feedback promptly and professionally.
- Uphold brand values and storytelling elements unique to Boscia.

#### **Operational Management**

- Support daily restaurant operations, including reservations, seating, and service flow.
- Assist in implementing and maintaining standard operating procedures.
- Ensure compliance with health, safety, and hygiene regulations.
- Monitor service timing and coordination between kitchen and front-of-house teams.

#### **Team Leadership & Development**

- Supervise and mentor front-of-house staff.

**Tswalu Kalahari Reserve (Pty) Ltd**

**T.** +27 53 781 9331 | **E.** info@tswalu.com | **W.** tswalu.com

**Farm Korannaberg 296, Van Zylsrus, 8467, South Africa | P.O. Box 1081, Kuruman, 8460, South Africa**

DIRECTORS: DAT LAMB (BRITISH) | DN MACFADYEN | CL OPPENHEIMER | JEM OPPENHEIMER | NF OPPENHEIMER  
INCORPORATED IN THE REPUBLIC OF SOUTH AFRICA | COMPANY REG NO 1968/001382/07 | VAT REG 4020125912

- Assist in training new employees on service standards and product knowledge.
- Conduct pre-service briefings and communicate daily operational goals.
- Foster a positive, professional, and high-performance team culture.

#### **Financial & Administrative Support**

- Support stock control, ordering, and inventory management.
- Assist in monitoring cost control, waste management, and revenue performance.
- Oversee accurate billing, cash-ups, and POS management.
- Contribute to budget planning and reporting where required.

#### **Brand & Sustainability Alignment**

- Promote sustainability initiatives in line with the reserve's environmental ethos.
- Demonstrate knowledge of local ingredients, wine pairings, and culinary philosophy.
- Represent Boscia with professionalism both internally and externally.

#### **Team Leadership**

- Lead and support reservations team members.
- Provide ongoing training, mentorship, and performance feedback.
- Foster a culture of excellence, empathy, and Tswalu values within the team.

#### **QUALIFICATIONS**

- Diploma or Degree in Hospitality Management (preferred).
- 3–5 years' experience in a fine dining or luxury hospitality environment.
- Proven supervisory or leadership experience.
- Strong knowledge of wine, food pairing, and fine dining etiquette.
- Excellent communication and interpersonal skills.
- Proficiency in restaurant management systems and Microsoft Office.
- Ability to work flexible hours, including evenings, weekends, and public holidays.
- Code 08 Drivers License
- Computer Proficiency

#### **KEY COMPETANCIES**

- Leadership + Team Development
- Attention to Detail
- Emotional Intelligence
- Problem-Solving Ability
- Cultural Sensitivity
- High Standards of Professionalism
- Strong Organizational Skills

#### **PERSONAL CHARACTERISTICS**

- Passion for luxury hospitality and culinary excellence.

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- Resilient and adaptable in a remote environment.
- Guest-focused mindset.
- Discreet and professional demeanor.
- Appreciation for nature and conservation.

#### **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 organization focused on meaningful impact.

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