

WILLIAM MPOFU

HOSPITALITY MANAGER

CONTACT

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✉ swmpofu@gmail.com

📍 46 Wolmarans Street, Goubert Park, Johannesburg, 2094

Dear Recruitment Team

I am writing to express my interest in a hospitality leadership role within your esteemed establishment. With over 15 years of progressive experience in lodge and hotel operations across Southern Africa, I bring a comprehensive and hands-on understanding of the hospitality sector—from remote luxury safari lodges to full-service hotels. My background in operations management, guest services, and financial control makes me a strong candidate for managerial roles requiring multi-departmental oversight and excellence in guest experience.

Throughout my career, I have led operational turnarounds, implemented effective standard operating procedures (SOPs), and developed training programs that empowered staff and elevated service delivery. As the current Operations Manager at Taci's Tree Lodge, I have been instrumental in strategic planning, daily coordination, and budget control, ensuring the lodge runs efficiently while maintaining exceptional guest satisfaction levels. My previous roles at Mana Pools National Park and Jacana Lodges involved overseeing lodge setups, legal registrations, compliance with tourism authorities, and liaising with cross-functional teams to maintain high standards of quality and safety.

A cornerstone of my leadership approach lies in enhancing the guest journey through personalized service and attention to detail. I have successfully planned and hosted VIP and celebrity visits, special events such as bush weddings and fine dining under the stars, and resolved guest complaints with professionalism and empathy. My exposure to diverse cultures and international clientele has nurtured strong intercultural communication and an anticipatory approach to service delivery.

Operationally, I possess robust technical capabilities, including experience with hospitality systems such as Fidelio, HTI Apex, Opera PMS, and Micros POS. I am also trained in wine service (WSET Level 1 equivalent), HACCP-based food safety, and wilderness first aid—skills essential in both remote and urban hospitality environments. My ability to optimize budgets, control inventory, and report on monthly P&L demonstrates sound financial acumen crucial for cost-conscious operations.

Beyond technical know-how, I am passionate about team development. I have mentored junior staff into supervisory roles, introduced performance management systems, and led cross-training initiatives that have improved efficiency and morale. My leadership style is inclusive, strategic, and adaptable—particularly valuable when managing teams in remote settings with limited infrastructure.

I am excited about the opportunity to bring my skills and values to an organization committed to excellence in hospitality. I believe my extensive lodge management background, operational insight, and people-centric mindset align with the ethos of your team. I welcome the opportunity to contribute to your ongoing success and innovation in delivering unforgettable guest experiences.

Thank you for considering my application. I would appreciate the opportunity to discuss how my background can benefit your team and am available for interviews at your convenience. I look forward to the possibility of joining your distinguished establishment.

Warm regards,
Shepherd William Mpofu

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EDUCATION

2008

BULAWAYO POLYTECHNIC, SCHOOL OF HOSPITALITY AND TOURISM

- National Diploma/Certificate in Tourism & Hospitality Management

2004

BULAWAYO POLYTECHNIC, SCHOOL OF HOSPITALITY AND TOURISM

- Higher National Diploma in Tourism & Hospitality Management

CERTIFICATIONS

- Professional Barista — Alison
- Wine Service & Tasting — Alison
- Hotel Revenue Management
- Advanced Waiter Training — Alison
- Lodge Anchor/Duty Manager— Alison
- Food Safety & Hygiene Gin Tasting and Service — Alison

SOFT SKILLS

- Excellent communication (verbal & written)
- Customer service & client relationship management
- Problem-solving & critical thinking
- Attention to detail & accuracy
- Time management & multitasking
- Adaptability & resilience
- Team collaboration & leadership
- Professionalism & ethical conduct

ZIMBABWEAN WITH A VALID WORK PERMIT

WILLIAM MPOFU

HOSPITALITY MANAGER

PROFILE

I am a black male who is prepared to achieve the desired goals of job description. Results-driven Hospitality Manager with 15+ years of expertise in luxury lodges and remote safari operations, seeking to leverage my proven track record in operational excellence, guest experience enhancement, and team leadership to elevate service standards at a premier wilderness property. Passionate about integrating sustainable practices with 5-star service delivery, I excel at creating seamless guest journeys while optimizing lodge profitability through strategic cost control and staff development. Committed to mentoring teams and exceeding hospitality benchmarks in high-demand environments.

WORK EXPERIENCE

Taci's Tree Lodge

DEC 2024 - PRESENT

Operations Manager

- Leading daily lodge operations and ensuring seamless coordination across all departments.
- Implementing strategic management plans to align with company goals and enhance guest experiences.
- Training staff on SOPs and service excellence through workshops and hands-on mentoring.
- Monitoring budgets and resource allocation to maintain cost efficiency without compromising quality.
- Conducting regular inspections to uphold housekeeping, maintenance, and safety standards.
- Addressing guest concerns in real-time and implementing improvements to boost satisfaction

Mana Pools National Park, Zimbabwe

OCT 2022 - NOV 2024

Lodge Manager

- Designed and implemented staff training modules aligned with lodge SOPs and hospitality best practices.
- Oversaw financial operations, including budgeting, procurement, and stock management, reducing waste by 15%.
- Collaborated with interior designers to plan lodge layouts and room setups for optimal guest comfort.
- Drafted operational manuals and ensured compliance across all departments (housekeeping, F&B, front office).
- Secured legal certifications (liquor licenses, tourism registrations) and enforced OHS/fire safety regulations
- Monitored departmental performance metrics, achieving 90%+ adherence to SOPs through team accountability.

HOSPITALITY & LODGE MANAGEMENT SKILLS

- Lodge setup & pre-opening coordination
- SOP development & implementation
- Multi-departmental workflow coordination
- Conflict resolution & complaint handling
- Health/safety regulation enforcement

HOTEL & RESTAURANT MANAGEMENT SKILLS

- PMS operation (Fidelio, HTI Apex)
- Reservation system management
- Yield/revenue management strategies
- Night audit procedures
- Menu costing & profitability analysis
- Wine/gin service & beverage pairing
- Stock rotation (perishable goods)

ADMINISTRATION & TECHNICAL SKILLS

- Staff recruitment (remote lodges)
- Performance evaluation systems
- Hospitality mentorship programs
- Cross-departmental training
- Departmental budgeting
- Cost control measures
- Opera PMS
- Micros POS systems
- Guest feedback platforms (TrustYou, Revinate)

Jacana Safari Lodge & Jacana Tree Lodge **AUG 2015 - SEP 2022**

Assistant/Relief Lodge Manager

- Supervised daily operations (front-of-house, housekeeping, maintenance) to ensure adherence to 5-star standards.
- Conducted staff performance evaluations and mentorship programs, improving team productivity by 20%.
- Managed guest relations, anticipating needs and resolving issues to maintain a 95% satisfaction rating.
- Streamlined stock-taking processes for beverages and supplies, reducing shortages by 30%.
- Prepared monthly financial reports and operational summaries for senior management review.
- Stepped in as acting Lodge Manager during peak seasons, ensuring uninterrupted service delivery.

Matibidi Game & Conference Lodge

MAR 2010 - JUL 2015

Lodge Anchor/Duty Manager

- Coordinated cross-departmental workflows (front desk, housekeeping, F&B) to ensure smooth guest transitions.
- Managed inventory systems for beverages and amenities, minimizing stock discrepancies.
- Hosted guests during meals and special events, personalizing experiences to boost repeat bookings.
- Inspected rooms pre-check-in and post-check-out, maintaining 100% compliance with cleanliness standards.
- Processed billing and check-out procedures, reducing errors through meticulous record-keeping

Victoria Falls Rainbow Hotel

JAN 2009 - DEC 2009

Hotel Operations Trainee

- Shadowed department heads (F&B, housekeeping) to learn operational workflows and leadership techniques.
- Assisted in compiling daily performance reports and analyzing guest feedback trends.
- Supported budget tracking and payroll processing under the hotel manager's supervision.
- Participated in staff scheduling and shift rotations to meet fluctuating occupancy demands.
- Engaged in front-desk operations, mastering reservation systems (Fidelio) and guest liaison protocols.

REFERENCES

Marisa Donovan, Former GM

Jacis Lodges

Phone: +27 82 220 3800

Samantha de Lanej, HR Manager

Mojori Mashuma Safaki Lodge

Phone: +27 71 856 0885

Sandy Yibur, Former HR Manager

Matibidi Game and Conference Lodge

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