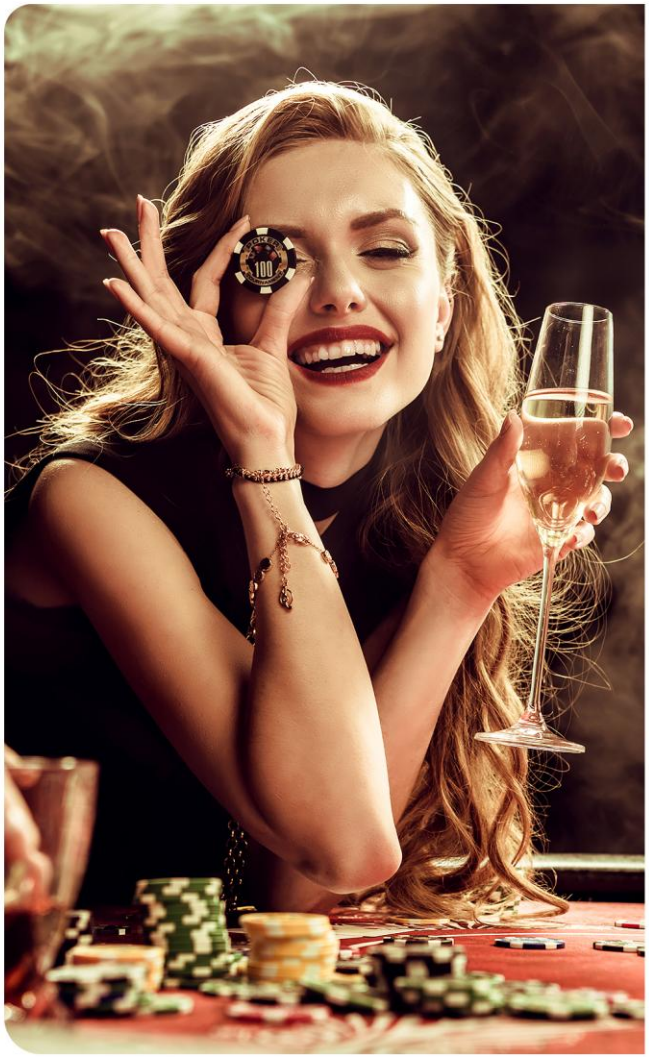






D37: DEPUTY GENERAL MANAGER

Palazzo Hotel - Montecasino

Tsogo Sun welcomes job applications from passionate and hard-working team players who want to be part of our ever growing Tsogo Sun family. We value our employees and provide them with the means to grow within the company, opening many doors in the process. If this is an offer that excites you, send in your application and you could be the newest addition to our family.

Our successful Deputy General Managers …

- support the General Manager in the **overall management** and **strategic** direction of the hotel
- provide visible and **hands-on leadership** across all operational departments
- ensure **corporate governance** complies consistently with Tsogo Sun standards
- build **short and long term strategies** – and the associated action plans – that deliver on the **hotel's mission, vision and value**
- ensure consistently **exceptional guest** experiences and service standards
- **drive** operational efficiency, profitability, and cost management
- monitor and **improve guest satisfaction,** online reputation, and service delivery
- **lead, coach, motivate, and develop** department heads and wider hotel teams
- maintain **strong relationships** with key guests, corporate clients, partners, and stakeholders
- ensure **compliance** with company policies, brand standards, health and safety requirements, and applicable legislation
- support budgeting, forecasting, **revenue optimisation**, and financial performance
- identify opportunities to **enhance the hotel's products, services**, and overall guest proposition
- take overall **operational responsibility** in the General Manager's absence
- foster a **positive**, professional, and performance-driven **hotel culture**
- build **competent and motivated** staff across all departments through confident and caring leadership.
- work as **part of a team** or individually to deliver high quality standards.

If you have these qualifications, join our team: A formal related qualification or extensive relevant hospitality managerial experience of no less than 7 years and a minimum of 4 years in the 5 star market. Proven experience in a Deputy General Manager or similar senior leadership role. Strong understanding of luxury hospitality operations across Rooms, Food & Beverage, and supporting departments. Demonstrated commercial and financial acumen. A proven track record in efficient and effective management of operations and employees through subordinate managers and supervisors and currently hold a HOD position.

CLOSING DATE: 07 October 2026

To apply, your written application must include:

- CV (maximum 4 pages) * contactable references (with telephone numbers)
- covering letter with three reasons why you're our top candidate for the job!

For info or to apply, email; linnet.bryan@tsogosun.com

Only successful applicants will be contacted

MONTECASINO
TSOGO SUN

TSOGO SUN
CASINOS . HOTELS

ENTERTAIN. IT'S WHAT WE DO.

TSOGO SUN PROUDLY SUPPORTS THE NATIONAL RESPONSIBLE GAMBLING PROGRAMME. WINNERS KNOW WHEN TO STOP.
ONLY PERSONS 18 YEARS AND OLDER ARE PERMITTED TO GAMBLE. NATIONAL PROBLEM GAMBLING COUNSELLING
TOLL-FREE HELPLINE 0800 006 008.