



Shergarh Tented Camp - Position for Managing Member

We have a position for a friendly, motivated and enthusiastic person to manage the day-to-day running and administration of a jungle camp adjoining one of India's finest tiger reserves.

About Shergarh

Shergarh is a small tented camp that accommodates a maximum of 12 guests, situated on the edge of Kanha Tiger Reserve in Central India. The camp was created by an Indian-English couple, Jehan and Katie Bhujwala who reside in camp with their young children. The camp opened in February 2004 to offer a friendly and informal setting as a base for specialised and unique wildlife activities in and around the reserve. The camp welcomes visitors from across the globe and is a leading example of responsible tourism. For more info/ images, go to www.shergarh.com.

Candidate

The candidate must display:

- Good organisational ability
- Self-motivation, attentiveness, responsibility and courtesy
- Excellent communication and listening skills
- Keen interest in wildlife and conservation
- Good level of fitness

Duties

Duties extend across three main areas: guest relations, camp operations and wildlife-related activities.

1. Guest Relations

It is the candidate's responsibility to ensure that each guest is offered maximum comfort and enjoyment throughout their entire stay. The candidate is expected to be 'on-call' to attend to any guest needs and attentions at any time, and to maintain a friendly and professional manner at all times. Daily duties will include:

- Reception of guests upon arrival into the camp, offering drinks, briefing on facilities/ activities.
- Presence at pre-meal drinks and at all mealtimes to host guests, offering drinks and ensuring general comfort. Initiate and participate on a wide range of conversational topics with enthusiasm.
- Escort and guide guests on local excursions: riverside picnics, forest walks, cycle rides, village trips and local markets.
- Help to entertain children when families are staying.
- Presence at guest departures.

2. Camp Operations

It is the candidate's responsibility to manage all systems that ensure the smooth running of the day-to-day operations of the camp. The candidate must possess excellent organisational ability to deal with the varying tasks in what can be at times an unstructured day. The candidate must display resourcefulness and competence to take initiative in unusual situations as well as maintaining a keen eye to detail at all times. Duties include:

- Administration: update room lists with incoming bookings; maintain diary of guest arrival/ departure details - feedback to staff; completion of guest passport/ visa details for police records; preparation of guest bills; record of bar/ shop sales and tips. The candidate must display a strong sense of responsibility as they will be handling passports and money.
- Liaise with naturalists to record a daily diary of the sightings experienced by guests.
- Arrange daily menus in liaison with chefs with consideration to any dietary requirements. *(Any additional culinary skills are welcome!)*
- Set up atmospheric lunch and dinner locations.
- Ensure bar is re-stocked after lunch and dinner.
- Oversee shopping lists and ensure stores are well stocked in accordance with bookings.
- Ensure tents and social areas are kept clean and tidy at all times, and that facilities are in good condition and proper working order. Attention to detail is crucial.
- Decorate camp during festive occasions.

3. Wildlife-related Activities

While we have experienced naturalists in camp to take care of the majority of the wildlife related activities, the candidate will be expected to nurture their wildlife interests in the following ways:

- Gain understanding of the forest eco-system and identify its various inhabitants. A good knowledge of mammals found at Kanha, and identification of the major birds should be grasped within the first month.
- Display awareness of conservation issues and approaches to responsible tourism. Help to guide guests' understanding of these issues.
- Accompany naturalists on excursions to the park whenever necessary, to gain familiarity with the forest and its associated issues. Aid naturalists in compiling data on tiger profiles, by using maps, photographs, pug-mark tracings. Interest in photography or drawing would be helpful (but not necessary) here.
- Identify and develop activities, e.g. routes for forest walks, day treks or cycling, locations for excursions, overnight 'camp-outs' or picnics etc.

Expectations

Living out in the wild running a tiger camp definitely lives up to the romantic image it portrays, but it comes with a lot of hard work, especially if you are coming from abroad and have the additional language and cultural barriers to overcome. It is



immensely rewarding work and will give you surmountable experience if you are prepared to give it your all.

The position we are offering commences early October 2010 for six months. During this period, camp is open every day and we are essentially permanently 'on-call', but this comes with plenty of natural breaks.

Each day follows a general structure but given the individual needs of the clients, each day is different. There will be days or times in the day when camp is very busy, and you are expected to put the clients' needs first and fulfil all of your duties before your personal time. Quiet periods come intermittently and it is up to you to judge appropriate times for personal activity. Additionally, while quiet times are for your own personal activity, we expect you to use it constructively. This is not only useful for maximising your opportunity, but also maintains morale amongst junior staff.

As a representative of Shergarh we want you to bring your own ideas and personality in to the camp, while at the same time maintain a level of conduct and responsibility. This includes: dressing modestly in respect to the local community, dressing respectably whilst hosting guests, and wearing muted colours during wildlife related activities; dealing with guests in a friendly and professional manner at all times, including during any difficult situations - listening skills are important; limiting alcohol consumption; offering help and giving respect to all members of staff. There will be times when you will be expected to help with food preparation, housekeeping etc.

At camp you will have your own bedroom with attached bathroom - hot water flows into buckets. Accommodation is simple and rustic and you need to be comfortable with lizards, frogs and the occasional spider coming in your room. Snakes and scorpions also reside in the jungle and while they are seldom seen, careful precautions need to be taken.

The Package

The position is voluntary, and the selected candidate will be retained on a token stipend. The package will also include a contribution towards travel costs; international flights, visa and insurance fees. All board, lodging and internal travel is included and a commission package is available for any bookings brought directly through the candidate. Exact details will be offered to applicants at the point of application.

Application Process

To apply for the position of Managing Member, please email your CV along with a paragraph on why you would like to work at Shergarh, as well as a short piece of approx 400 words highlighting any personal experience, to katie@shergarh.com. Any previous work-related references will be accepted.

Interviews will be held in July in UK, or by Skype video-conference.