



## RWANDA ULTIMATE GOLF COURSE LTD

COMPANY CODE: 109031590

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### Rwanda Ultimate Golf Course Ltd

#### Job Description

**Job Title:** Guest Experience Agent

**Reports To:** Guest Experience Manager

#### Position Purpose:

Rwanda Ultimate Golf Course is a private company created to position Rwanda as the best golfing destination in Africa and one of the greatest in the world. The first project of Rwanda Ultimate Golf Course, in order to reach this goal, is the Kigali Golf Resort & Villas. The golf course is a real estate masterpiece designed by the worldwide famous Gary Player. The facility will also include a five-star Clubhouse and other amenities.

The Guest Experience Agent is the first point of contact for members, guests, and visitors at RUGC. The role is responsible for delivering exceptional customer service by providing a warm welcome, handling inquiries efficiently, and ensuring every guest enjoys a memorable experience at our golf course and club facilities.

#### Key Responsibilities include but not limited to:

- Welcome guests and members warmly, ensuring a professional and friendly first impression.
- Assist with check-in/check-out procedures and club access.
- Handle guest inquiries, complaints, and feedback promptly and professionally, escalating where necessary.
- Proactively anticipate guest needs and ensure personalized service.
- Promote club services, activities, events, and special offers.
- Manage golf tee time bookings, restaurant reservations, and event inquiries.
- Maintain accurate records of bookings and guest preferences.



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- Coordinate with F&B, Golf Operations, and Events teams to ensure smooth guest experiences.
- Answer phone calls, emails, and messages courteously and efficiently.
- Provide accurate information about club facilities, rules, and activities.
- Process payments, membership subscriptions, and other transactions as needed.
- Prepare daily reports on guest feedback, service issues, and reservation activity.
- Maintain a clean, organized, and welcoming reception/guest service area.
- Ensure compliance with RUGC policies, service standards, and safety protocols.
- Always uphold the club's brand image and values.
- Perform any other duties that may be assigned by his/her supervisor

### **Qualifications & Experience**

- A1 Diploma/ or Bachelor's Degree in Hospitality, Tourism, Business Administration, or related field.
- Minimum 2–3 years' experience in a customer service, guest relations, or front office role (hospitality or leisure industry preferred).
- Excellent communication and interpersonal skills (both written and verbal).
- Strong problem-solving skills with a guest-first mindset.
- Ability to multitask and remain calm under pressure.
- Proficiency in MS Office and reservation/CRM systems.
- Fluent in English; knowledge of French or other languages is an advantage.

### **Personal Attributes**

- Warm, approachable, and professional demeanor.
- Passionate about hospitality and delivering memorable guest experiences.
- High attention to detail and service quality.
- Flexible, proactive, and team-oriented.

### **How to Apply**

- **The deadline for submitting applications is Sunday, June 15, 2026, at 17:00 hrs Kigali time.**
- **All applicants must send their zipped documents to [hr@rwandagolf.rw](mailto:hr@rwandagolf.rw) with the subject line " Guest Experience Agent Position."**
- **Only selected candidates for interview will be contacted.**