

Koziba Maphorisa

Maun, Botswana

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Hospitality & Tourism Operations Executive

Lodge, Safari Camp & Hotel Leadership

Professional Profile

Hospitality and tourism operations executive with over 20 years' leadership experience across Botswana's lodges, safari camps, and hotel environments. Proven capability in directing multi-department operations, safeguarding service standards, and maintaining financial discipline in both luxury and high-volume settings.

Strong background in full-property oversight, including food and beverage performance, reservations supervision, cost control, team development, and operational systems management. Recognised for stabilising operations, strengthening internal controls, and leading teams to deliver consistent guest satisfaction and sustainable commercial performance.

Professional Experience

Stay Botswana - Maun, Botswana

Freelance Sales & Marketing Consultant | May 2017 - Present

- Provided commercial advisory services to tourism operators, focusing on online directory and marketplace optimisation, pricing logic, and distribution alignment.
- Structured inquiry handling systems, deposit frameworks and cancellation policies to improve booking conversion and revenue protection.
- Conducted competitor benchmarking and market analysis to strengthen visibility and margin discipline.
- Delivered project-based commercial support across marketing, reservations coordination and online positioning.

Island Safari Lodge - Maun, Botswana

General Manager | March 2014 - February 2016

- Directed full lodge operations across Front Office, Housekeeping, Food & Beverage, Maintenance and Reservations, ensuring operational stability and service consistency.
- Held accountability for budgeting, cost control, procurement oversight and financial performance during both peak and low season periods.
- Led recruitment, staff development and performance management while safeguarding company standards and guest satisfaction benchmarks.
- Strengthened internal systems and enforced operational discipline to improve efficiency, compliance and revenue protection.

Pelican Lodge and Camping - Nata, Botswana

Food & Beverage Manager | November 2012 - July 2013

- Directed food and beverage operations within a lodge and camping environment, overseeing restaurant, bar and event coordination.
- Managed stock control, procurement and cost monitoring to maintain food and beverage margins.
- Supervised and trained service staff while ensuring hygiene compliance and service standards.
- Supported wider lodge operations during peak occupancy periods to maintain service continuity.

Wilderness Safaris - Kings Pool Camp, Linyanti Concession, Botswana

Lodge Manager / Food & Beverage Manager | May 2011 - May 2012

- Oversaw lodge and front-of-house operations within a high-end concession environment, ensuring service standards aligned with luxury safari brand expectations.
- Directed food and beverage performance, stock control, procurement and cost management within a remote safari camp setting.
- Led and mentored front-of-house teams, maintaining guest satisfaction standards from arrival through departure.
- Ensured compliance with operational, safety and hospitality protocols within a concession-based wildlife environment.

Maun Lodge - Maun, Botswana

Assistant General Manager / Food & Beverage Manager | December 2008 - February 2011

- Supported full-property operations and assumed overall management responsibility in the absence of the General Manager.
- Directed multi-department teams across Front Office, Housekeeping, Food & Beverage and Administration, ensuring effective resource utilisation and service consistency.
- Led staff recruitment, performance management and training initiatives while maintaining operational discipline and guest satisfaction standards.
- Oversaw food and beverage cost control, hygiene compliance and outlet performance within a high-volume hotel environment.

Cresta Hotels - Botswana

Progressive Food & Beverage Leadership Roles | 2003 - 2008

Held progressive leadership positions across multiple Cresta properties, advancing from Management Trainee to Acting Food & Beverage Manager and Food & Beverage Manager roles within city hotels, safari lodges and casino environments.

- Managed restaurants, banqueting, room service and back-of-house operations across multi-outlet properties.
- Directed cost control, stock management and supplier coordination to maintain food and beverage margins.
- Supervised and developed service teams while ensuring compliance with brand standards and hygiene regulations.

- Gained exposure to cross-property operations, administration, sales coordination and guest relations within a corporate hotel structure.

Key Properties:

Cresta Mowana Safari Lodge (Kasane)

Cresta Riley's Hotel (Maun)

Cresta Marang & Residency Hotel & Casino (Francistown)

Cresta Bosele Hotel (Selibe Phikwe)

Cresta Lodge (Gaborone)

Early Career Experience

The Moghul Restaurant - Gaborone, Botswana

Trainee Manager | 1997

Best Western President Hotel - Gaborone, Botswana

Trainee Manager | 1997 - 1998

Café D'ag - Aberdeen, Scotland

Commis Chef (Part-time) | 1999

Gabz FM - Gaborone, Botswana

On-Air Presenter (Part-time) | 2001 - 2003

Education

Certificate of Higher Education (CertHE) - Hospitality Management

Robert Gordon University, Aberdeen, Scotland | 1998 – 2001

Cambridge O'Level

Maru-a-Pula Secondary School | 1990 – 1994

Professional Development & Certifications

- Customer Service & Hospitality Training - Certificate of Participation
- Disciplinary Hearing & Grievance Procedures - Certificate of Attendance
- Workplace Disciplinary Hearing Procedures - Certificate of Attendance

Professional Publications

Author - The Fundamentals of Tourism Marketing for Safari Operations (2026)

Industry publication addressing commercial structure, distribution strategy and revenue performance within African safari operations. Registered with the Botswana National Library Service with assigned ISBNs for print and digital editions.

Additional Information

- Valid Driver's License (Class B)

References

Mr. Lesh Moiteela - Chobe Game Lodge, Kasane

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Mr. Alfredo Rannoba - Parkview Selective Hotel, Maun

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Ms. Gorata Gabaraane - Fairground Holdings, Gaborone

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