

Profile

Ms Nobulawu Lucy Nhlapo

SANParks

Regional General Manager, Marula Region, Kruger National Park

- Born and bred in Mofolo Village Soweto
- Schooled in Dube Soweto, Thokoza East Rand, and then Morris Isaacson High School Soweto.
- Worked for Checkers stores, educated self and acquired various certificates on retail.
- Systems Manager for Checkers Stores in Alberton.
- Licensed to train Customer Service programs 1982/3 and trained staff in most checkers stores.
- Joined Dove Group as Senior Admin officer 1983.
- Joined Southern Sun Group in 1985 as a Customer Service Training Manager and a custodian of Customer Service nation wide
- Also trained the Southern Sun Managed Hotels in different countries in the African Continent.
- Obtained numerous Certificates from HITB on training.
- Developed Customer Service Training Programs for Southern Sun.
- Successfully completed the 2year Management Development Program with Southern Sun.
- Nominated by FEDHASA to represent the Hospitality Industry HIV/AIDS Council –SANAC which was chaired by the then Deputy President Mr GJ Zuma.
- Joined the Southern Sun operations as the Deputy GM for Holiday Inn Garden Court Katherine Street, Sandton.
- Appointed as the General Manager for Holiday Inn Express Nelspruit.
- Achieved the 98% Holiday Inn World Wide Standards and the second position in the entire Southern Sun Group.
- Joined SANParks in 2003 May as the Hospitality Services Manager in Skukuza Kruger National Park.
- Promoted to HOD Tourism for KNP after 6 months.
- Administered the OSV operations (now done by SATSA)
- Obtained Certificates on the following
 - PFMA SCM Bid Adjudication- University of Pretoria
 - Policy Management Implementation & Analysis- University of Pretoria
 - Senior Leadership Development (SLD)- Wits Business School
- Nominated as the Tourism Chairperson of the GLTP representing the SANParks /KNP
- Appointed as the Regional General Manager of the Marula Region – consisting of 9 camps and 6 gates.