



Spier attracts good people who love what they do, who want to make a contribution and be part of a team that shines. Our business is warm, full-hearted, open and supportive – thanks to our people. If integrity, pride and good wine matter to you, you might just have found your place in the sun - on our farm.

TEAM OPENING: Front Office Guest Experience Host

Engage in queries and calls from Guests and Colleagues in a warm yet professional and friendly manner. Check guests (individuals and groups) in and out of the hotel, process financial transactions and all required administrative tasks as appropriate, paying close attention to the request, complaint, or matter at hand. Demonstrate service excellence and a positive guest experience. The position will also act as a 'One Point Contact' for all in-house guests, in case of guest requests, complaints or any other feedback.

Key responsibilities

- Deliver a warm, polished, and personalised guest experience from arrival to departure.
- Welcome, host and assist guests throughout their stay, including check-ins, check-outs, rooming, follow-ups, and special requests.
- Anticipate guest needs and preferences, providing knowledgeable, courteous and personalised service.
- Handle guest enquiries, requests, complaints, and feedback professionally, ensuring appropriate follow-up and escalation where required.
- Maintain up-to-date knowledge of arrivals, VIPs, room requirements, hotel services, facilities, rates, promotions, packages, and local experiences.
- Coordinate with Front Office, Housekeeping, Food & Beverage, Reservations, Spa, Maintenance, Security and Werf teams to ensure a seamless guest experience.
- Support daily operational readiness through effective communication, handovers, room-readiness follow-up, and amenity coordination.
- Complete guest administration, reservations, guest profiles, account queries, and Opera Cloud updates accurately.
- Manage guest messages, correspondence, and package deliveries professionally and ensure appropriate follow-up.
- Process guest accounts, payments, and cash transactions in accordance with company procedures.
- Act as an ambassador for Spier, the Cape Winelands and its wine, dining, wellness, art, sustainability, and farm experiences.
- Promote relevant experiences naturally and in a guest-focused manner, supporting memorable stays and revenue opportunities.
- Maintain high standards of professionalism, presentation, confidentiality, safety and guest service during busy periods, VIP stays, group movements, and operational challenges.
- Collaborate with colleagues and cross-flex across Hotel and Werf operations as required.

Knowledge, skills and qualities

- Minimum 2 years' guest-facing experience in hospitality, tourism, wine estate, luxury retail, or a related service environment.
- Luxury hotel, lodge, wine estate, or guest relations experience advantageous.
- Relevant Hospitality, Tourism, or related qualification desirable.
- Fluent in English; additional languages advantageous.
- Excellent communication, interpersonal and guest service skills, with knowledge of luxury service standards and personalised hosting.
- Competent working knowledge of Microsoft Office and Opera Cloud or similar PMS.
- Strong administrative, numeracy, billing, and cash-handling skills with excellent attention to detail.
- Knowledge of Spier, wine, dining, wellness, activities, and the Cape Winelands advantageous.
- Professional, well-groomed, and confident, with discretion when dealing with guests, colleagues, and suppliers.
- Calm organised and able to manage multiple priorities while maintaining service excellence.
- Team player willing to collaborate and cross-flex across Hotel and Werf operations.
- Flexible to work early, late, weekend, public holiday and night shifts where required.
- Passionate, responsible, and committed to creating memorable guest experiences.

Candidates must have valid South African identification and a clear criminal record.

At Spier our focus is on being regenerative in every way. When it comes to people, this means being able to reinvigorate and refresh your energy in a way that's infectious and rubs off on people around you.