



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 Night Host

The Night Host is responsible for ensuring a seamless welcome for all late arrivals during overnight operations. This role oversees the Front Office function after hours and acts as a central point of coordination across departments to ensure service continuity aligned with Spier's standards.

Key responsibilities

- Deliver professional, personalised overnight guest service and promote the Spier experience.
- Manage late check-ins, check-outs, rooming, luggage procedures, bookings, modifications, and cancellations.
- Handle guest queries, special requests, complaints, overnight calls, and wake-up calls.
- Arrange and communicate breakfast pack requests with relevant departments.
- Provide information on hotel facilities, amenities, local attractions, dining, and transport.
- Complete the full night audit and end-of-day procedures accurately.
- Reconcile guest folios, cashier reports, payments, deposits, credit card batches, and variances.
- Complete pit checks, house account checks, and required reports.
- Prepare guest bills and folios for next-day departures.
- Maintain accurate records and detailed shift handover notes.
- Oversee overnight Front Office operations and support Rooms and Food & Beverage.
- Coordinate urgent overnight issues with Housekeeping, Maintenance, and relevant departments.
- Assist with cross-functional duties and tasks assigned by the Night Auditor/Night Manager.
- Conduct property walks and ensure common areas and exterior doors are secure.
- Ensure the safety and security of guests, staff, and property.
- Liaise with Security Control and respond appropriately to incidents and emergencies.
- Maintain a clean, organised, and quiet front desk and lobby area.
- Adhere to company policies, SOPs, service standards, and financial controls.
- Demonstrate strong guest service, communication, and interpersonal skills.
- Remain calm, professional, and decisive under pressure.
- Demonstrate strong attention to detail, accuracy, and organisational skills.
- Be reliable, trustworthy, and able to work independently.
- Perform ad hoc duties and work day shifts when required.

Knowledge, skills and qualities

- Previous Hotel Front Office / Reception experience.
- Strong organisational, administrative, and time-management skills.
- High level of accuracy, attention to detail and numeracy.
- Proficient in Microsoft Office and Opera PMS; Opera Cloud preferred.
- Basic financial and reconciliation skills; night audit experience advantageous.
- Excellent English communication and interpersonal skills; additional languages advantageous.
- Strong guest service orientation with a positive, professional, and cheerful approach.
- Calm, self-motivated and able to work effectively under pressure.
- Team player with strong communication and collaboration skills.
- Able to work night shifts, weekends, and public holidays.

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.