



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 Porter Team Leader

The Porter Team Leader plays a key front-of-house support role in delivering a seamless and welcoming guest experience from arrival to departure. This position is responsible for assisting guests with luggage, escorting them to rooms, providing information about hotel facilities, and supporting the smooth flow of lobby and entrance operations. In addition to hands-on guest service duties, the Porter Team leader provides day-to-day guidance to the porter team, helps maintain service standards, and ensures public guest areas remain presentable, safe, and efficient always.

Key responsibilities

- Lead and supervise the Porter-Driver team, ensuring exceptional guest service and professional hospitality standards at all times.
- Welcome and assist guests, VIPs, groups and visitors with arrivals, departures, luggage, room escorts, and general guest requests.
- Allocate daily duties, coordinate shift coverage, and ensure adequate operational coverage during peak periods, group movements, and events.
- Oversee luggage handling, storage, tagging, delivery, room moves and departures, ensuring guest property is handled safely and accurately.
- Supervise lobby, entrance, driveway, luggage room, parking, valet, and guest transport areas, ensuring they remain clean, safe, organised and guest-ready.
- Oversee valet parking and guest transport services, including golf-cart and hotel vehicle movements, ensuring safe driving, key control and vehicle procedures are followed.
- Coordinate guest transfers, taxi arrangements and other transportation requirements as required.
- Support Front Office and Reception during busy periods, VIP and group arrivals, departures, and special events.
- Train, coach and guide Porters on guest service, grooming, luggage procedures, safety, estate knowledge, and operational standards.
- Provide guests with accurate information regarding hotel facilities, services, operating hours, and local attractions.
- Monitor and report safety, security, maintenance, vehicle and guest service concerns, escalating issues appropriately.
- Ensure compliance with Front Office procedures, health and safety, road safety, privacy, lost-and-found, key control, and guest property handling standards.
- Inspect Porter equipment, radios, vehicles, golf carts, and service areas, reporting maintenance or replacement requirements timeously.

- Maintain clear communication and effective handovers with Reception, Security, and other relevant departments.
- Lead by example through professionalism, immaculate grooming, punctuality, teamwork and a calm, solutions-focused approach.

Knowledge, skills and qualities

- Grade 12 or equivalent; 1–3 years' hospitality experience.
- Porter, Guest Services or Front Office experience; supervisory experience advantageous.
- Valid driver's licence with PDP, including valet, golf-cart and hotel vehicle driving.
- Knowledge of hotel operations, guest service and safe luggage handling.
- Proficient in Microsoft Office and Opera PMS or similar systems.
- Strong communication, organisational and interpersonal skills.
- Reliable, trustworthy, professional, detail-oriented and service-focused.
- Physically fit and able to lift/carry luggage.
- Willing to work shifts, including weekends, public holidays and night shifts.
- First Aid and Health & Safety knowledge advantageous.

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.