



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: Hotel Restaurant Floor Manager

Assist the Restaurant Manager in the smooth running of the full restaurant function, demonstrating service excellence and an exciting food-and-wine experience to guests while maintaining a positive work environment for the team.

Key responsibilities

Leadership & Team Management:

- Lead, motivate and support the restaurant team, fostering a positive, productive, and collaborative work environment while maintaining high standards of service and hospitality.
- Champion staff training and development through regular coaching, feedback, and on-the-job guidance to build a high-performing team.
- Participate in recruitment, performance evaluations, team-building initiatives, and other activities that contribute to a positive and engaged workplace culture.
- Build and maintain effective, professional, and positive working relationships with team members and other operational and support departments.

Restaurant Operations & Service Excellence:

- Oversee daily restaurant operations while on shift, ensuring compliance with operational standards, SOPs, quality requirements, and service expectations.
- Ensure the restaurant team delivers an engaging and consistent guest experience, maintaining a strong focus on service excellence and hospitality.
- Handle guest complaints and service-related issues promptly and professionally, ensuring appropriate solutions and effective service recovery.

Administration, Stock & Financial Control:

- Complete all assigned administrative responsibilities with diligence and competence, including daily, weekly and monthly stock control procedures, stock takes, financial transactions, and operational checklists.
- Monitor and manage stock, breakages, and operational resources effectively, including OR usage, taking appropriate remedial action where required.
- Ensure all routine tasks and responsibilities are completed accurately and efficiently while maintaining SOPs and operational requirements.

Compliance, Hygiene & Standards:

- Maintain high standards of cleanliness and presentation across the restaurant, including dining areas, restrooms, and kitchen areas.
- Ensure compliance with all relevant health, safety, hygiene, and sanitation standards, maintaining a clean, safe and well-organised restaurant environment.
- Work closely with HR and other support functions to ensure that relevant systems, policies, and procedures are consistently adhered to.

Knowledge, skills and qualities

- At least three years' experience in the hospitality industry with practical knowledge of the working of a restaurant.
- Relevant tertiary diploma/degree (or similar), desirable.
- Keen attention to detail with excellent follow-through capabilities.
- Excellent verbal communication skills in English, other language (s) desirable.
- Manage stock control within the department and assist with Management reports.
- Able to remain calm and maintain a professional outlook, even when under pressure.
- A vibrant responsible approach with a cheerful and service-orientated outlook.

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.