



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 Head Waiter

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

Key responsibilities

- Passionate about creating personalised and memorable guest experiences through exceptional attention to detail and genuine guest engagement.
- Exceptional relationship-building skills, with the ability to anticipate guest needs and consistently exceed expectations.
- Highly attentive, polished, and professional approach to service, with a strong focus on precision and consistency.
- Excellent anticipatory service skills, with the ability to maintain high service standards during busy and peak dining periods.
- Confident in managing complex guest requests, special occasions, and personalised experiences with professionalism and discretion.
- Advanced knowledge of food, wine, and beverages, with the ability to provide knowledgeable and personalised recommendations.
- Ability to create memorable experiences when facilitating complementary wine experiences for resident guests.
- Strong upselling and suggestive-selling skills, with a focus on enhancing the guest experience while driving revenue.
- Ability to deliver premium dining experiences that promote guest satisfaction, loyalty, and repeat business.

Knowledge, skills and qualities

- At least three years' experience in a busy, high-end restaurant or luxury hospitality environment.
- Senior or Head Waiter experience advantageous.
- Relevant tertiary degree, diploma, or equivalent qualification desirable.
- WSET certification desirable.
- Excellent verbal communication skills in English; additional languages advantageous.
- Strong knowledge of Health & Safety and Hygiene Standards.
- Knowledge of Micros POS or a similar point-of-sale system.
- Strong time management, literacy, and numeracy skills.
- Excellent attention to detail, with strong organisational skills and follow-through.

- Ability to communicate clear instructions to colleagues while remaining mindful of operational deadlines.
- Ability to remain calm, professional, and composed in a fast-paced environment.
- Vibrant, responsible, and service-oriented approach, with a positive and cheerful 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.