



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 Manager

Direct operations within Veld Restaurant to maximize performance and profitability by creating a positive and productive work environment, ensuring superior guest service and compliance with quality, hygiene, and operational standards.

Key responsibilities

Leadership & Guest Experience:

- Lead the Veld Restaurant team in delivering exceptional service while maintaining operational standards and identifying opportunities to continuously enhance the guest experience.
- Maintain overall responsibility for F&B guest service across Veld Restaurant and other service areas on the farm, including villas, restaurants, bars, pool, room service, and meeting rooms.
- Ensure superior guest service and consistent compliance with quality and operational standards.
- Maintain a visible management presence within the restaurant guest service areas, ensuring that at least one manager is present at all times.
- Understand and uphold Spier's values and strategic goals while challenging convention and seeking new and better ways of doing things.

Restaurant Operations:

- Oversee the daily operations of the restaurant, ensuring an organised, proactive, and positive working environment for all team members.
- Drive the planning and execution of concepts, functions and special events, ensuring sufficient stock and resources are available.
- Ensure operating systems are maintained and updated with accurate pricing and product information.
- Manage, track, and minimize breakages while ensuring efficient use of operational equipment (OE).
- Use daily management checklists to monitor standards and take appropriate remedial action where required.
- Ensure the restaurant guest service areas operate efficiently and that all operational standards are consistently maintained.

Financial, Stock & Revenue Management:

- Monitor costs, cost-control systems, and procedures to support operational efficiency and profitability.
- Maximise business opportunities through effective management of revenue, cost of sales and other expenses in line with budget.
- Monitor cash flow, stock control, credit control, debtors, restaurant reports, and budgets.
- Ensure effective stock management and availability for daily operations, functions, and special events.
- Monitor financial and operational performance and take appropriate action where required.

Cash & Compliance:

- Oversee all shift cash-ups, ensuring these are completed after each employee's shift.
- Ensure there are no outstanding checks or open tables on waiter or bartender codes before employees leave for the day.
- Ensure outstanding checks are appropriately settled or closed off before the end of each shift.

Administration & Workforce Planning:

- Manage the Veld Restaurant electronic time and coordinate the PPT timesheet.
- Ensure weekly and monthly payroll planning is updated and submitted within the required timelines.
- Maintain accurate administrative, operational and financial records and reporting.

Training & Team Development

- Champion daily "on the job" training by actively engaging team members within their respective service areas.
- Provide ongoing coaching, guidance, and feedback to develop team capability and maintain service excellence.
- Encourage a culture of continuous learning, accountability, and operational improvement.

Performance & Employee Relations

- Apply discipline consistently fairly and in alignment with the employment manual and organizational procedures.
- Ensure effective performance management is applied consistently, providing guidance and feedback where appropriate.
- Ensure team members are treated fairly and equitably.
- Address and resolve team member issues in a timely, constructive, and appropriate manner.
- Build and maintain positive working relationships with team members and all operational and support departments.

Knowledge, skills and qualities

- At least 5 years' experience in Food & Beverage Operations, with a minimum of 3 years' proven management experience.
- Degree/Diploma in Hospitality Management advantageous.
- WSET/CWA certification desirable.
- Proven success in managing, developing, and motivating a team.
- Strong understanding of F&B terminology, restaurant administration, and financials.
- Passionate about and knowledgeable in wines.
- Understanding and practical experience in service recovery.
- Strong financial acumen, with the ability to translate financial information into appropriate operational action.
- Strong interpersonal and communication skills, with a hands-on management approach.
- Excellent administrative, organisational and time management skills.
- Technology proficient, with the ability to work confidently with relevant systems.
- Ability to work effectively under pressure in a fast-paced environment, with the flexibility to adapt to changing dynamics.
- Willingness and ability to work flexible hours, including weekends and public holidays.
- Positive and proactive approach, with a proven ability to lead and inspire teams.
- Creative and innovative thinker, with a willingness to identify new and better ways of doing things.
- Passionate about delivering exceptional guest experiences and consistently exceeding guest expectations.
- Vibrant, responsible, and service-oriented, with a cheerful and positive 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.