



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 – Garden Room Restaurant Manager

Direct operations within Spier Garden Room 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

Restaurant Operations & Leadership:

- Lead the Spier Garden Room Restaurant team in delivering excellent service, maintaining operational standards, and identifying opportunities for positive innovation to enhance the guest experience.
- Oversee the daily operations of the Spier Garden Room Restaurant, creating a proactive and positive working environment for all team members.
- Maintain overall responsibility for F&B service across the Spier Garden Room Restaurant and other areas of the farm, including villas, restaurants, bars, pool areas, room service, meeting rooms, and other applicable areas.
- Ensure superior guest service and compliance with quality and operational standards.

Financial & Operational Controls

- Monitor costs, control systems, procedures, and operational efficiencies.
- Monitor cash flow, stock control, credit control, debtors, restaurant reports, and budgets.
- Manage, track, and minimise breakages and ensure the efficient use of OE, using daily management checklists and taking appropriate remedial action where required.
- Ensure operating systems are maintained and updated with correct pricing and items.

Stock & Event Management

- Drive concepts and their execution, ensuring sufficient stock is available for all functions and special events.
- Ensure operational readiness and appropriate stock levels for functions and special events.

Team Management & Development

- Manage the Spier Garden Room Restaurant electronic time book and coordinate PPT timesheets.
- Champion on-the-job training by engaging with team members within their respective service areas and identifying opportunities for ongoing development.
- Create and maintain a positive, proactive, and collaborative working environment.

Cash-Up & Revenue Management

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

Guest Experience & Continuous Improvement

- Champion a culture of exceptional guest service and attention to detail.
- Identify and implement opportunities to improve the guest experience.
- Encourage positive innovation while maintaining Spier's service and operational standards.

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Knowledge, skills and qualities

- Strong knowledge of Food & Beverage operations, terminology, and service standards.
- Passionate and knowledgeable in wines.
- Sound understanding and practical experience in restaurant administration and financial management.
- Strong financial acumen, with the ability to interpret financial information and translate it into appropriate operational action.
- Good understanding and practical experience in service recovery.
- Sound understanding of team leadership, people management, and hospitality operations.
- Excellent verbal, written, and interpersonal communication skills, with the ability to build strong professional relationships.
- Strong administrative, organisational, and time-management skills.
- Technology proficient, with the ability to work effectively with relevant systems and digital tools.
- Strong leadership and people-management skills, with a hands-on approach and the ability to lead by example.
- Strong problem-solving and decision-making abilities, with a practical and solutions-focused approach.
- Creative and innovative thinker, with the ability to motivate teams and enhance the guest experience.
- Ability to work effectively under pressure in a fast-paced environment while maintaining high standards.
- Positive, proactive, vibrant, and responsible, with a cheerful and service-oriented outlook.
- Passionate about hospitality, people, and delivering exceptional guest experiences.
- Adaptable and resilient, with the ability to respond positively to changing operational demands.
- Professional, accountable, and committed to maintaining high standards.
- Flexible and willing to work varying hours, including weekends and public holidays.

- Minimum 5 years' experience in Food & Beverage operations in a supervisory role, including at least 3 years' experience at management level.
- Proven experience in leading and developing teams within a Food & Beverage environment.
- A Degree or Diploma in Hospitality Management would be advantageous.
- WSET or CWA certification would be desirable.

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.