



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 – Guest Services Manager

Lead the Food & Beverage Guest Service operations for Hotel Room Service, Meeting Rooms and Pool outlets 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

Guest Service & Experience:

- Lead the Hotel Guest Service teams with excellence, maintaining, operational standards whilst looking for innovation.
- Ensure superior guest service and compliance with quality and operational standards.
- Maintain responsibility for F&B Guest Service areas, including the Pool, Room Service and Meeting Rooms within the hotel environment, as well as villas, restaurants, bars and other guest service areas on the farm.
- Ensure that the restaurant guest service area always has at least one manager present.
- Maintain effective and positive working relationships with team members and other operational/support areas.

Operational Management:

- Oversee daily operations, providing a proactive and healthy work environment for team members.
- Monitor annual operating costs, control systems and procedures.
- Ensure operating systems are updated with correct pricing and items and manage daily, weekly and monthly stock control procedures.
- Assist with the execution of all approved concepts and ensure stock is maximized for group functions and special events.
- Maximize business opportunities in terms of revenue, cost of sales and other expenses in line with budget.

Stock Control & Beverage Management:

- Ensure daily bar beverage stock takes are completed.
- Ensure the smooth running of mid-month and monthly beverage stock counts.
- Provide feedback on all variances that may apply within the department.
- Monitor stock control and assist with management reports.
- Manage, track and minimize breakages and ensure efficient OE usage, using daily management checklists and taking appropriate remedial action as required.

Cash -Up & Financial Controls:

- 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 and bartender codes prior to employees leaving for home.
- Ensure employees are liable for settling and closing off all outstanding checks.
- Maximize revenue opportunities while maintaining effective cost control and adherence to budget.

Team Leadership & Development:

- Champion on-the-job training sessions on a day-to-day basis by actively engaging with the team in their service areas.
- Ensure consistent and effective performance management is applied to all team members.
- Provide guidance and feedback as appropriate, establishing a culture of accountability and discipline.
- Practice discipline that is consistent, fair and aligned with the employment handbook.
- Ensure team members are treated in a fair and equitable manner and that issues are resolved in a timely manner.

Timekeeping & Payroll:

- Manage the Hotel F&B department electronic time book for the Guest Service Team.
- Coordinate the PPT timesheet process.
- Ensure weekly and monthly payroll planning is updated and submitted on time.

Culture, Values & Continuous Improvement:

- Understand Spier's values and strategic goals and work within these parameters.
- Challenge convention and continuously look for new and better ways of doing things.
- Promote a positive, healthy and collaborative working environment.
- Foster strong working relationships across the Hotel F&B department and wider operational and support teams.

Knowledge, skills and qualities

- Minimum of 5 years' experience in Food & Beverage Operations in a supervisory role, with at least 2 years' experience at management level or in a similar role.
- Degree or Diploma in Hospitality Management advantageous.
- WSET/CWA certification desirable.
- Passionate and knowledgeable in wines.
- Sound understanding of F&B terminology, restaurant administration and financials.
- Understanding and practical experience in service recovery.
- Strong financial acumen, with the ability to translate financial information and "the numbers" into appropriate action.
- Strong interpersonal and communication skills, with the ability to communicate effectively using appropriate F&B terminology.

- Proven ability to lead, manage and motivate teams, with a positive and proactive management approach.
- Hands-on management style with a strong focus on operational excellence and guest service.
- Strong administrative and organisational skills, with excellent time management.
- Technology proficient, with the ability to utilise systems effectively in a fast-paced operational environment.
- Ability to work under pressure and adapt effectively to changing priorities and shifting dynamics.
- Flexible and willing to work shifts, weekends and public holidays.
- Creative and innovative thinker with the ability to inspire and develop teams.
- Vibrant, responsible and service-oriented, with a cheerful and positive outlook.
- Guest-focused, with a genuine desire to consistently exceed guest expectations.
- Proactive and solutions-driven, with a strong commitment to achieving operational and service excellence.

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.