

O'Two Hotels

Recruitment Master Pack

Terra by O'Two | Mar by O'Two

Transform. Grow. Thrive with Pride.

Role text prepared for website listings, recruitment platforms and poster adaptation.

Standard screening requirements applied across this pack

- Applicants must be eligible to work in South Africa.
- Applicants must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential for all roles.
- Sage experience is essential for Finance roles.
- International or internationally branded hotel experience is highly advantageous.
- If applicants have not heard back within 30 days, they should consider the application unsuccessful.

O'Two Hotels is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Applicants must be eligible to work in South Africa. Due to the volume of applications received, only shortlisted candidates will be contacted. If you have not heard from us within 30 days of submitting your application, please consider your application unsuccessful.

Send all applications to natasha@otwohotels.com

Position Index

Use the short summaries for the main careers page cards. The full sections that follow can be pasted into individual role pages or adapted for recruitment platforms.

Department	Position	Career page summary
Safety & Security	Safety and Security Manager	Leads hotel safety, security, risk control and emergency readiness across O'Two Hotels with calm authority and uncompromising attention to detail.
Safety & Security	Safety and Security Supervisor	Supports daily security operations, patrols, team briefings and incident response to keep guests, team members and hotel assets protected.
Information Technology	IT Administrator and Support	Provides responsive IT support, systems administration and hospitality technology readiness across guest-facing and back-of-house operations.
Finance	Accountant	Supports accurate reporting, reconciliations, controls and financial integrity across hotel operations and pre-opening activity.
People & Culture	People and Culture Coordinator	Coordinates recruitment, onboarding, employee records, training administration and team engagement for a growing luxury hotel environment.
Rooms Division Guest Experience	Guest Experience and Services Manager	Leads guest experience, front-of-house service touchpoints, recovery and personalisation to create a seamless O'Two journey.
Front Office	Guest Service Agent	Welcomes guests, manages check-in and check-out, supports guest requests and protects the first impression of the O'Two experience.
Front Office	Telephone Operator	Handles calls, messages, requests and internal communication with calm speed, accuracy and a warm O'Two voice.
Guest Experience Concierge	Concierge	Creates considered Cape Town experiences, manages guest requests and connects travellers to the city with polished local knowledge.
Front Office	Night Manager	Leads the overnight hotel operation, ensuring guest safety, service continuity, audit readiness and calm control while the city sleeps.
Front Office Night Audit	Night Auditor	Completes overnight audit, revenue checks, cashiering controls and guest support with accuracy and quiet confidence.
Housekeeping Laundry	Laundry Supervisor	Supervises laundry workflow, linen movement, uniform standards and team productivity to keep the hotel operation crisp and ready.
Housekeeping Laundry	Laundry Attendant	Cares for linen, uniforms and laundry finishing with speed, hygiene and pride in every fold, press and detail.
Housekeeping	Housekeeping Supervisor	Leads room checks, team allocation and housekeeping quality control to ensure every guest space is prepared with precision.
Housekeeping	Room Attendant	Prepares guest rooms and suites with care, cleanliness and detail, creating the quiet luxury guests return to after every Cape Town day.
Housekeeping	Public Area Supervisor	Supervises the presentation and cleanliness of lobbies, corridors, public spaces, restrooms and guest touchpoints across the hotel.
Sales, Marketing & Reservations	Reservations Agent	Converts enquiries into carefully handled bookings while protecting rate integrity, guest preferences and pre-arrival confidence.
Maintenance Engineering	Maintenance Supervisor	Supervises daily maintenance response, planned preventative work and hotel readiness across guest rooms, public areas and BOH spaces.
Maintenance Engineering	General Technician	Supports day-to-day repairs, room maintenance, planned preventative tasks and technical readiness across hotel operations.
Spa & Wellness	Spa and Wellness Director	Leads Metamorph Spa & Wellness strategy, guest experience, therapist performance, revenue, retail and wellness standards.
Spa & Wellness	Spa Therapist	Delivers thoughtful treatments, wellness rituals and guest care within Metamorph Spa & Wellness to create calm, confidence and renewal.

Safety and Security Manager

CAREER PAGE SUMMARY

Leads hotel safety, security, risk control and emergency readiness across O'Two Hotels with calm authority and uncompromising attention to detail.

Purpose of Position

O'Two Hotels is seeking a disciplined, experienced and guest-aware Safety and Security Manager to lead the safety and security function across Terra by O'Two and Mar by O'Two. This role protects our guests, team members, assets, reputation and daily rhythm through visible leadership, strong controls, calm incident response and a service-led security culture.

Key Responsibilities

- Lead the day-to-day safety and security operation across guest areas, BOH areas, parking levels, entrances and public spaces.
- Manage, train, brief and roster the security team to ensure full coverage, consistency and professional conduct.
- Oversee access control, CCTV monitoring, key control, contractor control, patrols and incident reporting.
- Respond to incidents, emergencies, medical situations, guest concerns and operational disruptions with calm authority.
- Maintain accurate records of incidents, investigations, lost property, security logs and risk observations.
- Conduct risk assessments and implement practical measures to reduce exposure across hotel operations.
- Partner with Rooms, Engineering, Housekeeping, F&B and People & Culture on safety procedures and team awareness.
- Ensure compliance with internal policies, emergency procedures, fire-life-safety standards and applicable local requirements.
- Support VIP movements, events, contractor access and pre-opening readiness where required.

Qualifications & Experience

Essential

- Minimum 4 to 5 years' experience in hotel safety and security, with at least 2 years in a supervisory or management capacity.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Current PSIRA registration is essential.
- Strong knowledge of CCTV, access control, incident response, emergency procedures and risk management.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with hotel pre-opening or multi-property operations will be advantageous.
- First aid, fire marshal or occupational health and safety training will be beneficial.

Key Competencies & Skills

- Calm, confident and discreet under pressure.
- Strong leadership, communication and investigation skills.
- Guest-aware approach with a strong service instinct.
- Excellent judgement, confidentiality and professional presence.
- Detail-led with strong reporting and follow-up discipline.

What We Offer

- The opportunity to be part of O'Two Hotels as we grow into two distinct worlds: Terra by O'Two and Mar by O'Two.
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- Exposure to hotel pre-opening activity, operational growth and cross-department collaboration where relevant.
- Ongoing learning, development and career growth.
- A culture built around our team promise: Transform. Grow. Thrive with Pride.

Closing Date

Closing date: 31 July 2026

Safety and Security Supervisor

CAREER PAGE SUMMARY

Supports daily security operations, patrols, team briefings and incident response to keep guests, team members and hotel assets protected.

Purpose of Position

O'Two Hotels is looking for a hands-on Safety and Security Supervisor to support the daily safety and security operation across Terra by O'Two and Mar by O'Two. The role requires a visible, alert and professional leader who can guide the team on shift, respond quickly to incidents and protect the calm confidence of the guest journey.

Key Responsibilities

- Supervise security officers on shift and ensure all posts, patrols and handovers are completed correctly.
- Monitor guest areas, BOH areas, parking levels, entrances, exits and sensitive operational points.
- Assist with CCTV monitoring, access control, key control, contractor sign-in and visitor procedures.
- Prepare accurate shift reports, incident reports and handover notes.
- Respond to guest concerns, team incidents, alarms, medical situations and emergency procedures.
- Support VIP arrivals, events, deliveries and contractor movements.
- Coach security officers on presentation, conduct, alertness and guest-aware communication.
- Escalate risks, maintenance concerns and safety observations to the Safety and Security Manager.

Qualifications & Experience

Essential

- Minimum 2 to 3 years' experience in hotel security, with supervisory exposure preferred.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Current PSIRA registration is essential.
- Good knowledge of patrols, access control, CCTV, incident reporting and emergency response.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- First aid, fire marshal or health and safety training will be beneficial.

Key Competencies & Skills

- Alert, observant and calm in high-pressure moments.
- Professional communication and respectful guest interaction.
- Strong shift discipline and reporting accuracy.
- Able to lead by example and support team consistency.
- Discreet, trustworthy and detail-focused.

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IT Administrator and Support

CAREER PAGE SUMMARY

Provides responsive IT support, systems administration and hospitality technology readiness across guest-facing and back-of-house operations.

Purpose of Position

O'Two Hotels is seeking an IT Administrator and Support professional to keep our technology environment stable, secure and guest-ready across Terra by O'Two and Mar by O'Two. This role supports PMS, POS, Wi-Fi, user access, hardware, software, networks and day-to-day troubleshooting, with the calm urgency expected in a luxury hotel environment.

Key Responsibilities

- Provide first-line and second-line IT support to hotel teams across front office, reservations, finance, housekeeping, spa, F&B and administration.
- Support Protel PMS users, access rights, basic troubleshooting and vendor escalation.
- Administer workstations, printers, telephones, mobile devices, email accounts, user profiles and software access.
- Support hotel Wi-Fi, network connectivity, POS interfaces, CCTV support touchpoints and guest technology requests.
- Maintain IT asset registers, licensing records, equipment logs and support tickets.
- Assist with system set-up, new user onboarding, password resets and hardware deployment.
- Coordinate with vendors for PMS, POS, internet, telephony, access control and infrastructure support.
- Protect data security, system access control and responsible technology use across the hotel.

Qualifications & Experience

Essential

- Minimum 2 to 3 years' experience in hotel IT support, systems administration or hospitality technology support.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong knowledge of Microsoft 365, Windows environments, networking basics, printers, user support and hardware troubleshooting.
- Able to support both guest-facing and back-of-house technology requirements.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with hotel pre-opening, POS systems, telephony, access control or CCTV support will be advantageous.
- Relevant IT certification will be beneficial.

Key Competencies & Skills

- Patient, calm and service-minded when resolving issues.
- Strong troubleshooting and documentation discipline.
- Able to prioritise urgent operational needs without losing structure.
- Protective of data, access control and system integrity.
- Comfortable working across departments and vendor groups.

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Closing Date

Closing date: 31 July 2026

Accountant

CAREER PAGE SUMMARY

Supports accurate reporting, reconciliations, controls and financial integrity across hotel operations and pre-opening activity.

Purpose of Position

O'Two Hotels is looking for a precise, accountable and hospitality-minded Accountant to support the Finance function across Terra by O'Two and Mar by O'Two. The role is responsible for reconciliations, reporting, controls, month-end support, supplier and debtor oversight, and the financial clarity required in a growing luxury hotel environment.

Key Responsibilities

- Prepare and review reconciliations, journals, accruals, prepayments and month-end schedules.
- Support the Finance Manager with management accounts, reporting packs and variance analysis.
- Review accounts payable, accounts receivable, debtor follow-up and creditor reconciliations.
- Reconcile revenue, banking, PMS, POS and supporting operational reports.
- Monitor internal controls, approvals, filing, audit readiness and compliance with finance procedures.
- Support stock, cost control, purchasing, payroll inputs and operational finance queries where required.
- Assist with budgets, forecasts, cash flow inputs and owner reporting packs.
- Support pre-opening finance preparation, system readiness and data clean-up.

Qualifications & Experience

Essential

- Relevant qualification in Accounting, Finance or a related field.
- Minimum 3 to 5 years' accounting experience, preferably within hotel finance.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Sage experience is essential.
- Strong Excel, reconciliation, month-end and financial reporting skills.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with hotel pre-opening finance, PMS/POS integrations or multi-department cost control will be advantageous.

Key Competencies & Skills

- Highly accurate, structured and deadline-driven.
- Strong analytical and problem-solving ability.
- Discreet, ethical and careful with confidential information.
- Clear communicator who can support operational teams.
- Detail-led with a zero compromise approach to financial controls.

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Closing Date

Closing date: 15 July 2026

People and Culture Coordinator

CAREER PAGE SUMMARY

Coordinates recruitment, onboarding, employee records, training administration and team engagement for a growing luxury hotel environment.

Purpose of Position

O'Two Hotels is seeking a warm, organised and people-centred People and Culture Coordinator to support the full employee journey across Terra by O'Two and Mar by O'Two. This role keeps the heartbeat of the team organised through recruitment coordination, onboarding, records, training support, engagement activity and day-to-day People and Culture administration.

Key Responsibilities

- Coordinate recruitment administration, interview scheduling, candidate communication and onboarding preparation.
- Maintain accurate employee files, contracts, records, training records and People and Culture documentation.
- Support new starter onboarding, orientation, uniform coordination and induction schedules.
- Assist with attendance records, leave administration, payroll inputs and employee data accuracy.
- Support training coordination, team communication, engagement activities and internal campaigns.
- Help maintain People and Culture noticeboards, policies, forms and team communication channels.
- Respond to team member queries with warmth, discretion and professional follow-through.
- Support pre-opening recruitment and team mobilisation where required.

Qualifications & Experience

Essential

- Relevant qualification in Human Resources, Industrial Psychology, Hospitality Management or a related field.
- Minimum 2 years' experience in HR coordination, People and Culture administration or hotel HR support.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong administrative, record-keeping and communication skills.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with hotel pre-opening recruitment or onboarding will be advantageous.
- Experience with HR/payroll systems will be beneficial.

Key Competencies & Skills

- Warm, discreet and people-focused.
- Highly organised with strong follow-up discipline.
- Able to handle confidential information responsibly.
- Calm under pressure and able to balance multiple priorities.
- Proud of helping teams transform, grow and thrive with pride.

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Closing Date

Closing date: 31 July 2026

Guest Experience and Services Manager

CAREER PAGE SUMMARY

Leads guest experience, front-of-house service touchpoints, recovery and personalisation to create a seamless O'Two journey.

Purpose of Position

O'Two Hotels is seeking a polished, emotionally intelligent and service-led Guest Experience and Services Manager to shape the guest journey across Terra by O'Two and Mar by O'Two. This role leads the guest-facing rhythm of arrival, stay, recovery, recognition, concierge coordination and departure, ensuring every interaction feels personal, thoughtful and beautifully controlled.

Key Responsibilities

- Lead guest experience standards across arrival, check-in, stay touchpoints, special occasions, recovery and departure.
- Oversee Guest Service Agents, Telephone Operators, Concierge and related guest service functions as required.
- Monitor guest feedback, reviews, preferences, complaints and recovery actions with fast, visible follow-through.
- Drive guest recognition, personalisation, VIP handling, amenities and special request coordination.
- Partner with Housekeeping, Reservations, F&B, Spa, Security and Engineering to resolve guest needs seamlessly.
- Coach the team on tone, warmth, confidence, product knowledge and luxury service detail.
- Maintain service standards, daily briefings, guest traces, handovers and operational communication.
- Support pre-opening guest journey mapping, team training and SOP implementation.

Qualifications & Experience

Essential

- Minimum 4 to 5 years' guest experience, front office, guest relations or rooms division experience, with leadership responsibility.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong experience with VIP guests, guest recovery, team leadership and luxury service standards.
- Excellent written and verbal English communication skills.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with hotel pre-opening, concierge services or butler-style service will be advantageous.
- Additional languages will be beneficial.

Key Competencies & Skills

- High emotional intelligence and polished presence.
- Strong leadership with a calm, solution-focused style.
- Obsessed with detail without losing warmth.
- Excellent recovery instinct and follow-through.
- Able to turn guest preferences into memorable moments.

What We Offer

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Closing Date

Closing date: 31 July 2026

Guest Service Agent

CAREER PAGE SUMMARY

Welcomes guests, manages check-in and check-out, supports guest requests and protects the first impression of the O'Two experience.

Purpose of Position

O'Two Hotels is looking for warm, polished and detail-focused Guest Service Agents to support the front desk and guest journey across Terra by O'Two and Mar by O'Two. This role is often the first and last human touchpoint of the stay, turning information, timing and warmth into a confident luxury welcome.

Key Responsibilities

- Welcome guests with warmth, professionalism and strong product knowledge.
- Complete check-in, check-out, room moves, payments and guest profile updates accurately.
- Manage guest requests, preferences, traces and handovers through Protel and internal communication channels.
- Support reservations, concierge, transport, luggage coordination and guest recovery where required.
- Maintain cashiering accuracy, billing integrity and documentation standards.
- Communicate effectively with Housekeeping, Reservations, F&B, Spa, Maintenance and Security.
- Protect lobby presentation, front desk readiness and daily service rhythm.
- Promote hotel facilities, experiences and services with natural confidence.

Qualifications & Experience

Essential

- Minimum 1 to 2 years' experience in a front office or guest service role.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong cashiering, billing, guest communication and administrative accuracy.
- Excellent written and verbal English communication skills.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Additional languages and concierge knowledge will be beneficial.

Key Competencies & Skills

- Warm, confident and guest-focused.
- Accurate, organised and calm during busy periods.
- Able to read guest needs and respond with care.
- Strong team player with excellent follow-up.
- Proud of creating a polished first and last impression.

What We Offer

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Closing Date

Closing date: 31 July 2026

Telephone Operator

CAREER PAGE SUMMARY

Handles calls, messages, requests and internal communication with calm speed, accuracy and a warm O'Two voice.

Purpose of Position

O'Two Hotels is seeking a polished and highly responsive Telephone Operator to manage incoming calls, internal requests, guest messages and communication flow across Terra by O'Two and Mar by O'Two. This role is the invisible switchboard of the guest experience: quick, warm, accurate and always composed.

Key Responsibilities

- Answer internal and external calls promptly, warmly and professionally.
- Transfer calls, take messages and manage guest requests with accuracy and urgency.
- Log guest requests, wake-up calls, maintenance requests and service follow-ups in line with hotel procedures.
- Support front office, reservations, concierge, housekeeping, room service and emergency communication.
- Maintain knowledge of hotel services, outlets, operating hours, promotions and local information.
- Handle guest concerns calmly and escalate urgent matters correctly.
- Protect guest privacy, confidentiality and data accuracy.
- Support pre-arrival, in-house and post-stay communication where required.

Qualifications & Experience

Essential

- Minimum 1 to 2 years' experience as a telephone operator, front office agent or guest communications agent.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Excellent telephone etiquette and strong English communication skills.
- Able to work shifts, weekends and public holidays.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Additional languages and call centre or switchboard experience will be beneficial.

Key Competencies & Skills

- Clear voice, calm tone and warm communication style.
- Fast, accurate and organised in handling requests.
- Strong listening and follow-up ability.
- Able to prioritise urgent calls and sensitive situations.
- Discreet with guest information and hotel communication.

What We Offer

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Closing Date

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Concierge

CAREER PAGE SUMMARY

Creates considered Cape Town experiences, manages guest requests and connects travellers to the city with polished local knowledge.

Purpose of Position

O'Two Hotels is looking for a knowledgeable, connected and guest-obsessed Concierge to create meaningful Cape Town experiences for guests of Terra by O'Two and Mar by O'Two. This role blends local intelligence, thoughtful anticipation and flawless follow-through to make the city feel beautifully effortless.

Key Responsibilities

- Welcome and assist guests with local recommendations, restaurant bookings, transport, tours and special requests.
- Build personalised itineraries and experiences aligned to guest preferences and stay purpose.
- Coordinate luggage, transport, airport transfers, parking, deliveries and guest movements.
- Maintain strong relationships with trusted local partners, guides, restaurants and experience providers.
- Support VIP arrivals, special occasions, in-room amenities and guest recognition moments.
- Communicate guest preferences and arrangements clearly to Front Office, Reservations, F&B, Spa and Housekeeping.
- Record and follow up on guest requests using Protel and internal handover tools.
- Protect guest privacy, safety and service confidence at all times.

Qualifications & Experience

Essential

- Minimum 2 years' concierge, guest relations or luxury front-of-house experience.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong Cape Town destination knowledge and guest itinerary planning ability.
- Excellent English communication, grooming and professional presence.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Les Clefs d'Or exposure, luxury travel networks or additional languages will be beneficial.

Key Competencies & Skills

- Curious, connected and generous with local knowledge.
- Excellent follow-through and calm problem solving.
- Able to make complex requests feel effortless.
- Discreet, polished and highly service-minded.
- Strong relationship-builder with trusted suppliers and guests.

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Night Manager

CAREER PAGE SUMMARY

Leads the overnight hotel operation, ensuring guest safety, service continuity, audit readiness and calm control while the city sleeps.

Purpose of Position

O'Two Hotels is seeking a responsible and composed Night Manager to lead overnight operations across Terra by O'Two and Mar by O'Two. This role carries the keys to the quiet hours: guest care, safety, service recovery, handovers, emergency response and operational control while the broader leadership team is off-site.

Key Responsibilities

- Lead the overnight operation and act as manager on duty during night shifts.
- Oversee late arrivals, early departures, guest requests, complaints, incidents and service recovery.
- Support night audit procedures, revenue checks, handovers and system accuracy.
- Coordinate with Security, Housekeeping, Room Service, Maintenance and Front Office during overnight hours.
- Ensure guest safety, hotel security, emergency procedures and quiet-hour standards are maintained.
- Conduct property walks and identify presentation, maintenance, security or operational concerns.
- Prepare clear morning handovers for management and relevant departments.
- Coach and support overnight team members to deliver professional service with confidence.

Qualifications & Experience

Essential

- Minimum 3 years' front office or night management experience, including manager-on-duty responsibility.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong night audit, cashiering, guest recovery and emergency response experience.
- Able to work night shifts, weekends and public holidays.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- First aid, fire-life-safety or hotel pre-opening experience will be advantageous.

Key Competencies & Skills

- Calm, mature and decisive during overnight operations.
- Strong sense of ownership and accountability.
- Excellent handover, reporting and follow-up discipline.
- Guest-focused with good recovery instincts.
- Able to protect standards when fewer leaders are present.

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Night Auditor

CAREER PAGE SUMMARY

Completes overnight audit, revenue checks, cashiering controls and guest support with accuracy and quiet confidence.

Purpose of Position

O'Two Hotels is looking for a precise and reliable Night Auditor to support overnight front office and revenue control across Terra by O'Two and Mar by O'Two. This role balances warm guest support with detailed audit discipline, ensuring the day closes cleanly and the next one begins with clarity.

Key Responsibilities

- Complete night audit procedures accurately in Protel and related systems.
- Reconcile room revenue, payments, postings, adjustments, packages, allowances and cashiering activity.
- Assist with late arrivals, early departures, billing queries and overnight guest requests.
- Prepare daily reports, handover notes and revenue documentation for Finance and Front Office.
- Identify and escalate posting errors, billing variances, missing documentation or system issues.
- Support safety, security and emergency procedures during overnight hours.
- Maintain confidentiality and accuracy in guest profiles, billing and financial information.
- Coordinate with Night Manager, Security and operational teams for service continuity.

Qualifications & Experience

Essential

- Minimum 2 years' experience as a night auditor, front office cashier or front office agent with audit responsibility.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong cashiering, billing, reconciliation and reporting skills.
- Able to work night shifts, weekends and public holidays.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Finance exposure, Excel skills or POS reconciliation experience will be beneficial.

Key Competencies & Skills

- Accurate, careful and comfortable with numbers.
- Quietly confident with guests and operational teams.
- Strong attention to detail and process compliance.
- Able to spot errors and correct them responsibly.
- Calm and reliable during overnight operations.

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Laundry Supervisor

CAREER PAGE SUMMARY

Supervises laundry workflow, linen movement, uniform standards and team productivity to keep the hotel operation crisp and ready.

Purpose of Position

O'Two Hotels is seeking a hands-on Laundry Supervisor to support the Laundry Manager in the daily rhythm of linen, uniforms and fabric care across Terra by O'Two and Mar by O'Two. The role requires discipline, speed, accuracy and pride in the invisible details that luxury guests feel before they notice.

Key Responsibilities

- Supervise daily laundry workflow, including washing, drying, ironing, folding, packing and distribution.
- Check linen, uniforms, spa linen and restaurant linen for cleanliness, finishing quality and damage.
- Allocate duties, monitor productivity and coach laundry attendants on correct procedures.
- Maintain linen counts, stock movement records, damaged item logs and shift handovers.
- Ensure correct use of chemicals, machines, fabric care procedures and safety standards.
- Coordinate with Housekeeping, F&B, Spa and Uniform control to ensure timely availability.
- Report machine faults, linen shortages, stock variances and quality concerns quickly.
- Keep laundry areas clean, organised and inspection-ready.

Qualifications & Experience

Essential

- Minimum 2 years' experience in hotel laundry, with supervisory exposure preferred.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong understanding of linen handling, fabric care, stain treatment and laundry equipment.
- Able to work shifts, weekends and public holidays.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Pre-opening laundry set-up or large linen mobilisation experience will be beneficial.

Key Competencies & Skills

- Hands-on, practical and organised.
- Strong eye for cleanliness and finishing quality.
- Able to lead a team with fairness and discipline.
- Good stock awareness and reporting accuracy.
- Proud of crisp, clean and consistent standards.

What We Offer

- The opportunity to be part of O'Two Hotels as we grow into two distinct worlds: Terra by O'Two and Mar by O'Two.
- A professional luxury hospitality environment where human touch, uncompromising detail and collective success matter.
- Exposure to hotel pre-opening activity, operational growth and cross-department collaboration where relevant.
- Ongoing learning, development and career growth.
- A culture built around our team promise: Transform. Grow. Thrive with Pride.

Closing Date

Closing date: 31 July 2026

Laundry Attendant

CAREER PAGE SUMMARY

Cares for linen, uniforms and laundry finishing with speed, hygiene and pride in every fold, press and detail.

Purpose of Position

O'Two Hotels is looking for reliable and detail-focused Laundry Attendants to support linen, uniform and fabric care across Terra by O'Two and Mar by O'Two. This role keeps the hotel polished behind the scenes, ensuring every sheet, towel, robe and uniform is clean, fresh and ready for service.

Key Responsibilities

- Sort, wash, dry, iron, fold, pack and distribute hotel linen, uniforms and guest items where required.
- Check items for stains, damage, correct finishing and presentation quality.
- Follow correct chemical, machine, hygiene and fabric-care procedures.
- Report damaged items, shortages, machine faults and unusual stains to the supervisor.
- Maintain clean, organised and safe laundry working areas.
- Assist with linen counts, stock movement and trolley preparation.
- Support Housekeeping, F&B, Spa and Uniform needs according to daily priorities.
- Work efficiently while protecting quality and zero compromise standards.

Qualifications & Experience

Essential

- Minimum 1 year experience in hotel laundry or a similar hospitality laundry environment.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Good understanding of laundry hygiene, linen handling and fabric care.
- Able to work shifts, weekends and public holidays.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with luxury linen, robes, spa linen or uniform care will be beneficial.

Key Competencies & Skills

- Reliable, energetic and detail-minded.
- Proud of clean, crisp and well-presented work.
- Able to follow instructions and work at pace.
- Careful with chemicals, equipment and delicate fabrics.
- Positive team player with strong hygiene awareness.

What We Offer

- The opportunity to be part of O'Two Hotels as we grow into two distinct worlds: Terra by O'Two and Mar by O'Two.
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Closing Date

Closing date: 31 July 2026

Housekeeping Supervisor

CAREER PAGE SUMMARY

Leads room checks, team allocation and housekeeping quality control to ensure every guest space is prepared with precision.

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Purpose of Position

O'Two Hotels is seeking a detail-obsessed Housekeeping Supervisor to guide daily room operations across Terra by O'Two and Mar by O'Two. This role protects room readiness, team productivity, cleanliness, presentation and the small details that quietly define a luxury stay.

Key Responsibilities

- Allocate rooms and duties to room attendants and housekeeping team members.
- Inspect guest rooms, suites, corridors, pantries and service areas to ensure standards are met.
- Check amenities, linen, minibar support items, maintenance concerns and room presentation details.
- Update room status, traces, special requests and housekeeping communication in Protel and related tools.
- Coach team members on cleaning sequence, presentation, timing and guest-aware behaviour.
- Coordinate with Front Office, Laundry, Maintenance and Public Areas to ensure smooth room readiness.
- Report damages, defects, lost property, stock issues and service concerns accurately.
- Support deep cleaning, VIP arrivals, turndown preparation and pre-opening readiness where required.

Qualifications & Experience

Essential

- Minimum 2 years' housekeeping experience, with supervisory exposure preferred.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong room inspection, cleaning standards, linen control and guest room presentation experience.
- Able to work shifts, weekends and public holidays.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with luxury suites, turndown service or hotel pre-opening will be beneficial.

Key Competencies & Skills

- Sharp eye for detail and room presentation.
- Firm but fair team leadership.
- Excellent follow-up and handover discipline.
- Able to work at pace without compromising quality.
- Proud of invisible details that guests feel instantly.

What We Offer

- The opportunity to be part of O'Two Hotels as we grow into two distinct worlds: Terra by O'Two and Mar by O'Two.
- A professional luxury hospitality environment where human touch, uncompromising detail and collective success matter.
- Exposure to hotel pre-opening activity, operational growth and cross-department collaboration where relevant.
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Closing Date

Closing date: 31 July 2026

Room Attendant

CAREER PAGE SUMMARY

Prepares guest rooms and suites with care, cleanliness and detail, creating the quiet luxury guests return to after every Cape Town day.

Purpose of Position

O'Two Hotels is looking for reliable and detail-focused Room Attendants to prepare rooms and suites across Terra by O'Two and Mar by O'Two. This role brings the guest room to life through cleanliness, care, consistency and pride in every corner.

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Key Responsibilities

- Clean and prepare guest rooms, suites, bathrooms, balconies and in-room areas according to hotel standards.
- Make beds, replace linen, replenish amenities and ensure room presentation is guest-ready.
- Report maintenance defects, damages, lost property and guest preferences promptly.
- Handle linen, chemicals, equipment and guest belongings carefully and respectfully.
- Support turndown, deep cleaning, VIP preparation and special requests where required.
- Maintain housekeeping carts, pantries and working areas in a clean and organised condition.
- Work with supervisors to manage priorities, room status and timing.
- Deliver consistent standards with a warm, discreet and service-aware approach.

Qualifications & Experience

Essential

- Minimum 1 year experience as a room attendant or housekeeping attendant.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Strong knowledge of room cleaning, linen handling, amenities and guest room presentation.
- Able to work shifts, weekends and public holidays.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with luxury suites, turndown service or boutique hotel standards will be beneficial.

Key Competencies & Skills

- Reliable, respectful and detail-led.
- Proud of cleanliness, order and presentation.
- Able to work efficiently and follow standards carefully.
- Discreet around guest belongings and private spaces.
- Positive team player with strong stamina and care.

What We Offer

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Closing Date

Closing date: 31 July 2026

Public Area Supervisor

CAREER PAGE SUMMARY

Supervises the presentation and cleanliness of lobbies, corridors, public spaces, restrooms and guest touchpoints across the hotel.

Purpose of Position

O'Two Hotels is seeking a Public Area Supervisor to protect the presentation, cleanliness and rhythm of all public-facing areas across Terra by O'Two and Mar by O'Two. This role ensures the hotel feels polished from the lobby to the lift, from the pool deck to the quiet corners guests notice without knowing why.

Key Responsibilities

- Supervise public area attendants and allocate daily cleaning duties across guest and public spaces.
- Inspect lobbies, lifts, corridors, restrooms, entrances, pool areas, back-of-house routes and public touchpoints.

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- Ensure public areas remain clean, fresh, safe and presentation-ready throughout the day and evening.
- Coordinate with Housekeeping, Front Office, F&B, Spa, Security and Maintenance on guest flow and service needs.
- Monitor stock, cleaning supplies, equipment, chemicals and public area pantries.
- Report defects, damages, spillages, safety risks and presentation issues immediately.
- Coach attendants on cleaning standards, guest interaction and zero compromise detail.
- Support events, VIP movements, deep cleaning and pre-opening readiness where required.

Qualifications & Experience

Essential

- Minimum 2 years' housekeeping or public area experience, with supervisory exposure preferred.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong understanding of public area cleaning, hygiene, presentation and safety standards.
- Able to work shifts, weekends and public holidays.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with high-traffic luxury hotel public spaces, pool areas or spa areas will be beneficial.

Key Competencies & Skills

- Highly observant with strong presentation instincts.
- Able to lead visible standards quietly and consistently.
- Practical, organised and responsive.
- Strong hygiene and safety awareness.
- Proud of creating the atmosphere guests feel on arrival.

What We Offer

- The opportunity to be part of O'Two Hotels as we grow into two distinct worlds: Terra by O'Two and Mar by O'Two.
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- Exposure to hotel pre-opening activity, operational growth and cross-department collaboration where relevant.
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Closing Date

Closing date: 31 July 2026

Reservations Agent

CAREER PAGE SUMMARY

Converts enquiries into carefully handled bookings while protecting rate integrity, guest preferences and pre-arrival confidence.

Purpose of Position

O'Two Hotels is looking for a commercially aware and guest-focused Reservations Agent to manage booking enquiries, reservations, guest profiles and pre-arrival communication across Terra by O'Two and Mar by O'Two. This role blends accuracy, warmth and selling confidence to reserve each guest's chosen world with care.

Key Responsibilities

- Handle reservations by phone, email, website, OTA, travel partner and direct channels.
- Create, modify and manage reservations accurately in Protel, including guest profiles, traces and preferences.
- Understand room categories, rates, packages, policies, inclusions and hotel facilities.
- Convert enquiries into bookings while protecting rate integrity and revenue strategy.

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- Manage pre-arrival communication, special requests, payment requirements and arrival details.
- Liaise with Front Office, Revenue, Sales, F&B, Spa and Guest Experience teams to prepare stays.
- Support group enquiries, travel agent communication and corporate account requests where required.
- Maintain accurate records, follow-up notes and professional response times.

Qualifications & Experience

Essential

- Minimum 1 to 2 years' experience in hotel reservations, front office or revenue/reservations support.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong knowledge of reservations processes, rate plans, guest profiles and channel communication.
- Excellent written and verbal English communication skills.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with channel managers, OTAs, luxury travel agents or pre-opening reservations will be beneficial.

Key Competencies & Skills

- Commercially aware and guest-focused.
- Accurate, responsive and highly organised.
- Strong selling confidence without pressure.
- Excellent follow-up and inbox discipline.
- Able to translate guest needs into the right room and experience.

What We Offer

- The opportunity to be part of O'Two Hotels as we grow into two distinct worlds: Terra by O'Two and Mar by O'Two.
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Closing Date

Closing date: 31 July 2026

Maintenance Supervisor

CAREER PAGE SUMMARY

Supervises daily maintenance response, planned preventative work and hotel readiness across guest rooms, public areas and BOH spaces.

Purpose of Position

O'Two Hotels is seeking a practical and guest-aware Maintenance Supervisor to support the maintenance operation across Terra by O'Two and Mar by O'Two. This role ensures that guest rooms, public spaces, plant areas and back-of-house environments remain safe, functional and aligned to luxury presentation standards.

Key Responsibilities

- Supervise daily maintenance tasks, job cards, guest room defects and public area repairs.
- Allocate work to technicians and follow up on completion, quality and timing.
- Support planned preventative maintenance across rooms, equipment, public areas and BOH facilities.
- Respond quickly to guest-related maintenance requests with minimal disruption.
- Coordinate with Housekeeping, Front Office, Security, Spa and F&B on defects and room readiness.
- Maintain maintenance records, stock usage, tools, equipment and safety procedures.
- Identify recurring issues and escalate larger works, vendor callouts or project needs.
- Support pre-opening snagging, handover, testing and operational readiness where required.

Qualifications & Experience

Essential

- Minimum 3 years' hotel maintenance experience, with supervisory exposure preferred.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong general maintenance knowledge across plumbing, electrical, HVAC, painting, carpentry and guest room defects.
- Able to work shifts, weekends, public holidays and emergency call-outs where required.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Trade qualification, hotel pre-opening or luxury room snagging experience will be beneficial.

Key Competencies & Skills

- Practical, responsive and solution-focused.
- Strong team coordination and follow-up discipline.
- Able to work neatly in guest-facing environments.
- Good safety awareness and technical judgement.
- Proud of keeping the hotel quietly functional and flawless.

What We Offer

- The opportunity to be part of O'Two Hotels as we grow into two distinct worlds: Terra by O'Two and Mar by O'Two.
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- Exposure to hotel pre-opening activity, operational growth and cross-department collaboration where relevant.
- Ongoing learning, development and career growth.
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Closing Date

Closing date: 31 July 2026

General Technician

CAREER PAGE SUMMARY

Supports day-to-day repairs, room maintenance, planned preventative tasks and technical readiness across hotel operations.

Purpose of Position

O'Two Hotels is looking for skilled and reliable General Technicians to support the maintenance operation across Terra by O'Two and Mar by O'Two. This role keeps the hotel running smoothly through practical repairs, fast response, clean workmanship and respect for guest spaces.

Key Responsibilities

- Complete daily maintenance tasks, guest room defects, public area repairs and BOH maintenance needs.
- Assist with plumbing, basic electrical, painting, carpentry, HVAC checks and general repairs within skill level.
- Respond to guest-related maintenance requests quickly, quietly and professionally.
- Support planned preventative maintenance tasks and routine inspections.
- Report larger technical issues, safety risks, equipment faults and recurring problems to the supervisor.
- Maintain tools, equipment, stock areas and maintenance workspaces responsibly.
- Work neatly in rooms, suites, corridors and public areas, protecting hotel presentation.
- Support pre-opening snagging, movement of equipment and operational readiness where required.

Qualifications & Experience

Essential

- Minimum 2 years' experience as a hotel technician, general maintenance technician or similar role.

- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Good general maintenance knowledge across plumbing, electrical basics, painting, carpentry and room defects.
- Able to work shifts, weekends, public holidays and emergency call-outs where required.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Trade certification, hotel pre-opening or luxury room maintenance experience will be beneficial.

Key Competencies & Skills

- Hands-on, neat and practical.
- Fast responder with good problem-solving ability.
- Respectful in guest rooms and public spaces.
- Safety-aware and careful with tools and equipment.
- Team player with pride in reliable workmanship.

What We Offer

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- Exposure to hotel pre-opening activity, operational growth and cross-department collaboration where relevant.
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Closing Date

Closing date: 31 July 2026

Spa and Wellness Director

CAREER PAGE SUMMARY

Leads Metamorph Spa & Wellness strategy, guest experience, therapist performance, revenue, retail and wellness standards.

Purpose of Position

O'Two Hotels is seeking a refined and commercially minded Spa and Wellness Director to lead Metamorph Spa & Wellness across the O'Two experience. This role brings together treatments, wellness journeys, therapist leadership, retail, guest recovery, revenue generation and the serene operating discipline expected of a luxury spa environment.

Key Responsibilities

- Lead the spa and wellness operation, including treatments, wellness facilities, retail, guest journey and team performance.
- Develop and maintain spa SOPs, treatment standards, consultation processes and guest recovery procedures.
- Recruit, train, coach and roster therapists and spa team members according to business needs.
- Drive spa revenue, retail conversion, packages, memberships and collaboration with Rooms, F&B and Sales.
- Maintain treatment quality, therapist standards, product knowledge and guest personalisation.
- Manage stock, inventory, professional products, retail controls and cost of sales.
- Ensure hygiene, safety, facility presentation and equipment readiness across the spa and wellness areas.
- Support pre-opening, supplier coordination, menu development and launch planning where required.

Qualifications & Experience

Essential

- Minimum 5 years' spa and wellness experience, with at least 2 years in a spa management or director-level role.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Recognised spa, beauty, wellness or therapy qualification.
- Strong experience in luxury guest journeys, team leadership, revenue management, retail and stock control.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with hotel spa pre-opening, VOYA or premium wellness brands will be beneficial.
- Experience with hammam, sauna, steam, plunge, wellness journeys or medi-wellness concepts will be advantageous.

Key Competencies & Skills

- Elegant leadership with strong commercial discipline.
- Deep care for guest wellbeing and therapist development.
- Highly organised with strong operational controls.
- Able to create atmosphere, ritual and revenue together.
- Proud of building a spa culture where people transform, grow and thrive with pride.

What We Offer

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- Exposure to hotel pre-opening activity, operational growth and cross-department collaboration where relevant.
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Closing Date

Closing date: 31 July 2026

Spa Therapist

CAREER PAGE SUMMARY

Delivers thoughtful treatments, wellness rituals and guest care within Metamorph Spa & Wellness to create calm, confidence and renewal.

Purpose of Position

O'Two Hotels is looking for skilled and guest-centred Spa Therapists to deliver treatments and wellness experiences within Metamorph Spa & Wellness. This role brings together technical skill, quiet confidence, product knowledge and intuitive care to help guests restore, reset and feel deeply looked after.

Key Responsibilities

- Deliver spa treatments, massages, body therapies, facials and wellness rituals according to hotel and brand standards.
- Conduct guest consultations, understand preferences and recommend appropriate treatments or products.
- Prepare treatment rooms, products, equipment and guest amenities to luxury presentation standards.
- Maintain hygiene, safety, sanitation and professional conduct at all times.
- Support retail recommendations, product knowledge and guest follow-up in a natural, service-led way.
- Record guest preferences, treatment notes and relevant information accurately in Protel or spa systems.
- Support spa reception, wellness areas, stock control and opening/closing duties where required.
- Create a calm, discreet and restorative guest experience from welcome to farewell.

Qualifications & Experience

Essential

- Recognised spa therapy, beauty therapy or massage qualification.
- Minimum 2 years' experience as a spa therapist in a hotel, luxury spa or wellness environment.
- Must currently hold a similar role within a 4-star luxury or 5-star luxury hotel environment.
- Protel PMS experience is essential.
- Strong treatment delivery, consultation, hygiene and guest care standards.
- Must be eligible to work in South Africa.

Preferred

- Experience in an international or internationally branded hotel environment will be highly advantageous.
- Experience with premium spa brands, VOYA, hammam rituals, body treatments, facials or retail sales will be beneficial.

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Key Competencies & Skills

- Calm, intuitive and professional guest presence.
- Strong technical treatment skills and product knowledge.
- Excellent hygiene, room set-up and attention to detail.
- Discreet, respectful and emotionally intelligent.
- Proud of creating quiet, memorable wellness moments.

What We Offer

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Closing Date

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