

AMALFI HOTEL - JOB OPENINGS

A 36-room boutique five-star property in Sea Point, Cape Town, and part of the NoName Hospitality Group (NNHG), a multi-venue hospitality and lifestyle operator.

As part of the group, Amalfi draws on shared operational systems, training, and back-of-house support, while working alongside NNHG's other venues to offer guests a connected experience across Sea Point.

We're building a team that brings warmth, precision, and genuine hospitality to every guest interaction.

Duty Manager / Property Manager

Amalfi Hotel is looking for a Duty Manager / Property Manager to take ownership of daily operations across the property. You'll be the senior point of contact on shift, resolving issues before guests notice them, supporting your team across departments, and making sure the standards that define a five-star stay are held consistently, shift after shift.

What you'll do

- Oversee day-to-day hotel operations, ensuring smooth coordination across front desk, housekeeping, and guest relations
- Act as the escalation point for guest concerns and operational issues, resolving them calmly and decisively
- Manage shift handovers, rosters, and staff performance on the floor
- Monitor property standards, safety, and compliance
- Step in across departments as needed to keep service seamless

What we're looking for

- Previous experience in a hotel management or duty management role, ideally in a boutique or luxury setting
- Strong leadership instincts and a calm head under pressure
- A genuine eye for detail and guest experience
- Flexibility to work shifts, including weekends and public holidays

Preferred qualifications

- Diploma or degree in Hospitality Management or a related field
- Certification or working knowledge of a Property Management System (e.g. Opera, Protel)
- First aid, fire safety, or occupational health and safety training
- Experience opening or repositioning a boutique property

Front Office Manager

Amalfi Hotel is looking for a Front Office Manager to lead the front desk, guest relations, and reservations teams as one seamless operation. You'll set the tone for every arrival and departure, and make sure the front of house runs with the polish a five-star guest expects.

What you'll do

- Lead and develop the front office, guest relations, and reservations teams
- Set and maintain service standards across all guest-facing touchpoints
- Manage rosters, performance, and training across the department
- Handle escalated guest matters and VIP arrangements
- Work closely with housekeeping and management to align room status, forecasts, and guest needs

What we're looking for

- Previous experience in a front office management role, ideally in a boutique or luxury hotel
- Strong leadership and team-development skills
- Excellent guest-facing judgement and composure under pressure
- Solid working knowledge of PMS and front office systems

Preferred qualifications

- Diploma or degree in Hospitality Management or a related field
- Prior experience with Opera, Protel, or a similar PMS
- Experience opening or repositioning a boutique or luxury property
- A second language in addition to English

Revenue Manager

We're looking for a Revenue Manager to shape Amalfi's pricing and distribution strategy across all channels. You'll turn data into decisions, balancing occupancy, rate, and demand to get the most from every room, every night.

What you'll do

- Develop and manage pricing strategy across direct, OTA, and travel trade channels
- Monitor market demand, competitor rates, and booking pace to adjust strategy in real time
- Manage rate loading and parity across the PMS and channel manager
- Produce forecasts and performance reports for management
- Collaborate with reservations and sales on packages, promotions, and corporate rates

What we're looking for

- Previous experience in a revenue management role, ideally in a boutique or luxury hotel
- Strong analytical skills and comfort working with data and forecasts
- Sound commercial judgement and attention to detail
- Clear, confident communication with management and channel partners

Preferred qualifications

- Diploma or degree in Hospitality, Revenue Management, or a related field
- Experience with channel managers (e.g. SiteMinder) and a PMS such as Opera or Protel
- Working knowledge of OTA extranets (Booking.com, Expedia) and rate parity tools
- Exposure to a multi-property or group revenue function

Sales and Marketing Manager

Amalfi Hotel is seeking a Sales and Marketing Manager to grow our profile and drive bookings across corporate, leisure, and travel trade segments. You'll be the face of Amalfi to the market — building relationships, telling our story, and turning interest into revenue.

What you'll do

- Develop and execute the hotel's sales and marketing strategy
- Build and maintain relationships with corporate accounts, travel agents, and tour operators
- Manage the hotel's brand presence across digital, social, and print channels
- Plan and coordinate promotions, packages, and partnership opportunities
- Track sales performance and market trends, reporting results to management

What we're looking for

- Previous experience in a hotel sales and marketing role, ideally in a boutique or luxury setting
- Strong relationship-building and negotiation skills
- Confident, creative communicator across digital and traditional channels
- Self-starter with a commercial mindset

Preferred qualifications

- Diploma or degree in Marketing, Hospitality, or a related field
- Existing network within the Cape Town travel trade and corporate market
- Experience with social media management and content creation
- Familiarity with CRM and email marketing platforms

Housekeeping Supervisor

We're seeking a Housekeeping Supervisor to lead our housekeeping team and uphold the five-star standard that defines Amalfi Hotel. You'll set the pace, train the team, and make sure every room is guest-ready, every time.

What you'll do

- Supervise and schedule the housekeeping team across shifts
- Conduct quality checks on rooms and public areas against five-star standards
- Manage linen, amenities, and cleaning supply inventory
- Train new team members and maintain consistent service standards
- Liaise with maintenance and front office on room readiness and guest requests

What we're looking for

- Previous housekeeping supervisory experience, ideally in a boutique or luxury hotel
- Strong attention to detail and pride in high standards
- Solid people-management and organisational skills
- Flexibility to work shifts, including weekends and public holidays

Preferred qualifications

- Certificate or diploma in Housekeeping, Hospitality, or Facilities Management
- Formal supervisory or team leadership training
- Experience with five-star housekeeping standards and inspection protocols
- Knowledge of stock control systems and sustainable cleaning practices

Guest Relations Officer

We're looking for a Guest Relations Officer who treats every guest interaction as a chance to make someone's stay memorable. This is a role for someone naturally warm, observant, and unflappable — someone who anticipates what a guest needs before they ask.

What you'll do

- Welcome guests and manage the guest journey from arrival to departure
- Handle special requests, personalise stays, and manage VIP arrangements
- Address guest feedback and concerns promptly and graciously
- Build relationships with repeat guests and local partners to enhance the Amalfi experience
- Liaise closely with front desk, housekeeping, and management to ensure every detail is covered

What we're looking for

- Experience in guest relations, concierge, or a similar guest-facing hospitality role
- Excellent communication skills and a naturally hospitable manner
- Problem-solving instincts and grace under pressure
- A polished, professional presentation

Preferred qualifications

- Diploma or certificate in Hospitality, Tourism, or Guest Services
- A second or third language, especially European languages common among our guests
- Experience with a five-star or internationally branded property
- Working knowledge of a PMS and guest profile/CRM tools

Front Desk Agent

Amalfi Hotel is hiring a Front Desk Agent to be the first and last face our guests see. If you take pride in a warm welcome, an efficient check-in, and a genuinely helpful send-off, we'd love to hear from you.

What you'll do

- Manage check-in and check-out with efficiency and warmth
- Handle reservations, billing, and guest queries at the desk
- Provide local knowledge and recommendations to enhance guest stays
- Coordinate with housekeeping and management on room status and guest requests
- Maintain accurate records across the property management system

What we're looking for

- Previous front desk or front office experience, ideally in a boutique or luxury hotel
- Confident with PMS and reservation systems
- A polished, professional manner with strong attention to detail
- Availability to work shifts, including early mornings, evenings, and weekends

Preferred qualifications

- Certificate or diploma in Hospitality or Front Office Operations
- Prior experience with Opera, Protel, or a similar PMS
- A second language in addition to English
- Cash handling and point-of-sale experience

Reservationist

Amalfi Hotel is looking for a Reservationist to manage bookings with accuracy and a personal touch. You'll be shaping a guest's first impression of Amalfi long before they arrive.

What you'll do

- Manage room reservations across direct, OTA, and travel trade channels
- Respond to booking enquiries promptly and professionally
- Optimise rates and availability in coordination with management
- Maintain accurate guest profiles and special requests ahead of arrival
- Support front desk and guest relations with booking-related queries

What we're looking for

- Previous experience in hotel reservations or reservations administration
- Familiarity with PMS and channel management systems
- Strong attention to detail and organisational skills
- Excellent written and verbal communication

Preferred qualifications

- Certificate or diploma in Hospitality, Tourism, or Reservations Management
- Experience with channel managers (e.g. SiteMinder) and OTAs (Booking.com, Expedia)
- Revenue management or rate strategy exposure
- A second language in addition to English

To apply, please send your CV and a short cover note to: lesego@keyhospitality.co.za