MANAGEMENT COUPLE – EXCEPTIONAL KAROO GUESTHOUSE

We are looking for a young (or young at heart) guest house management couple to manage a highly regarded heritage guesthouse in the Tankwa Karoo.

This is a wonderful opportunity to live on a substantial Karoo sheep farm to manage an exclusive, romantic and much-loved Perfect Hideaways guesthouse. The guesthouse accommodates groups of up to 8 in the historic farm homestead (on an exclusive use basis) as well as 2 further guests in a smaller heritage building (a restored shepherd's hut) some 1.3km from the main homestead (either as part of the homestead group or separately). While the guesthouse operation is modest in terms of guest numbers, with only evening catering being offered to guests, the buildings, interiors, gardens, wilderness environment and overall guest experience are superb and maintained at a very high level. We strive to provide an unforgettable experience for all who visit us, including many returning and word- of-mouth guests, priding ourselves on our attention to detail and offering the best comfort for our guests: unfiltered luxury that seems so natural it almost goes unnoticed.

The work of managing this operation is therefore small-scale (with a small staff) but can be very challenging: it needs leaders who set the benchmark in luxury self-catering hospitality, who deliver flawless and highly personalised guest experiences, and who inspire their small team to perform consistently at the highest level.

As regards location, the guesthouse is a 330km drive from Cape Town, with tar road access for all but the last 10km, and is therefore by Karoo standards relatively close to Cape Town and the Cape Winelands. Nevertheless, the farm is set in a secluded valley and feels remote and wild, with no other dwellings in sight. The role will suit a couple keen to embrace the sometimes lonely life of a Karoo farm, while having outstanding interpersonal skills.

The ideal couple will complement each other's strengths, with partner 1 managing all aspects of guest relationships (from guest inquiries, reservations, stay preparation and welcome to post-departure communications and the development of longer-term relationships), as well as anchoring the operations of the homestead and shepherd's hut and their surrounding gardens, and partner 2 responsible for catering (including the production of preserves, olive oil and the like from the farm's own produce), guided hikes and nature walks when guests request these, and all aspects of buildings maintenance not requiring specialist service providers. Together, the couple would create the warm, personalised atmosphere that defines the exceptional guest experience associated with the property. For both partners, however, the role is by no means solely guest-facing: maintaining a high quality guest experience and appropriate care of the farm's heritage buildings and gardens (and vehicles) also requires extensive and constructive engagement with outside suppliers and service providers (including Perfect Hideaways), as well as with the farm manager and his team who oversee the property's sheep farming operations, the farm's administrator, and the owners.

GENERAL REQUIREMENTS

- **Proven experience in 5-star properties or equivalent**

- **Outgoing personalities with strong guest engagement and hosting skills, with an ability to host often very discerning guests with warmth, grace, and discretion**
- **Fluent in English (spoken and written); a good knowledge of Afrikaans would be a clear advantage**
- **Expert knowledge of all operational departments, with the ability to set, uphold, and continuously improve exceptional service standards**
- **Strong organisational skills, patience, and time management skills**
- **Excellent administration and reporting abilities with meticulous attention to detail**
- **An ability to work independently without supervision: both partners need to be self-driven, solution-oriented, creative and take real pride in their work; they need to be fundamentally interested in their surroundings; and they need to be of a continuous improvement mindset**
- **Some basic experience in animal husbandry, or a willingness to learn (in particular, the role will include looking after any orphan lambs during the lambing season)**
- **Own transport (for private use)**
- **Valid driver's licence (essential)**
- **No dependents, and regrettably no dogs or other pets (but the couple's farmhouse accommodation comes with its own cat)**

POSITION REQUIREMENTS – Partner 1

- **Excellent hosting skills**
- **Excellent communication skills**
- **Strong social media and other marketing skills, with a proven ability to build and develop a social media and print media presence**
- **First Aid Level 1**
- **Basic HR knowledge**

POSITION REQUIREMENTS – Partner 2

- **Excellent catering skills (professional experience beneficial but not essential)**
- **Strong maintenance and vehicle maintenance skills**
- **A sincere commitment to wildlife conservation and an interest in Karoo wildlife, birdlife and flora**
- **Strong hosting skills**
- **First Aid Level 1**
- **Basic HR knowledge**

PACKAGE

- **Market-related salary**
- **Accommodation in 2-bedroom Karoo heritage farmhouse located near the entrance to the property; the homestead is approximately 8km further up the**
- **valley.**
- **20 days annual leave (preferably taken as 1 week + 1 week + 2 weeks)**
- **Uniform provided**
  Double Cab Toyota Hilux 4x4 provided for work use (including supplies visits to nearest town)

Applications can be sent to: hb@4stonebuildings.com