SMART OPERATOR

Office Host & Housekeeper

Location: Cape Town (on-site)
Reports to: Office Manager
Hours: Monday to Friday, 08:00–16:00

The role in one line

You run our office the way a great host runs a floor: spotless, welcoming, and never waiting to be asked.

About Smart Operator

Smart Operator builds Ops, the Operator Performance System, for the people hospitality never built for. The servers, housekeepers, chefs, guides, porters, and shift leads who carry the standard in hotels, restaurants, lodges, bars, QSR kitchens, and safari camps. 81% of the industry's workforce is frontline. Less than 1% of its technology was built for them. We didn't find that acceptable.

Our mission: to build the system the frontline operator was never given — and make them better every shift.

We took this on because it was hard, and because it needed doing. We build for hospitality's frontline, and our own office should feel like it — the welcome, the coffee, and the standard of the space are yours to set.

What you'll own

The state of the office. Daily cleaning across the whole space — kitchen, bathrooms, meeting rooms, desks — and keeping it that way through the day, not just at 8am. The test is simple: the office is ready for a guest at any hour.

The welcome. You're the first person a guest meets. You know who's coming in, greet them, settle them in, take their drinks order with confidence, and let the right person know they've arrived. A visitor should leave still thinking about how they were received.

Coffee, done properly. Proper espresso-based drinks — cappuccinos, cortados, flat whites — made well and made often. You'll know everyone's order soon enough, not because you keep a list but because surprising people with exactly what they wanted, before they ask, is half the pleasure of the job.

Lunch and meetings. You set the table for lunch, clear it after, and leave the kitchen clean. Meeting rooms are ready before anyone walks in — reset, water on the table, drinks orders taken and delivered without the meeting having to pause.

Stock and the Office Manager. You check stock — milk, coffee beans, kitchen and cleaning supplies — and keep the Office Manager updated before anything runs out, not after. You're part of the office team, and when the Office Manager needs a hand beyond all this, you're the first person they ask.

What great looks like within 3 months

- The office is guest-ready at any point in the day and nobody has had to ask
- Guests comment on the welcome and the coffee unprompted
- Coffee arrives the way each person takes it, before they've had to ask
- Lunch runs itself: the table is laid before the team sits down, and the kitchen is clean within the hour after
- Meetings start in rooms that were ready ten minutes before
- The Office Manager hears about low stock from you, they never discover it themselves
- The Office Manager has stopped checking the space, because you have demonstrated

You'll need

- Experience in a hospitality or housekeeping role: a restaurant, hotel, guesthouse or similar, where the standard was checked daily
- Basic understanding of barista skills, such as steaming milk and make a proper cappuccino or cortado
- Warmth and confidence with people: at ease greeting strangers and taking a drinks order. Front-of-house or hosting experience in a restaurant will be very helpful here.
- Reliability. This is an on-site role, Monday to Friday, 08:00–16:00, and the office depends on it



- Outstanding attention to detail and real pride in your work. The office is a beautiful space and you are committed to keeping it pristine at all times. It'll help if you have housekeeping experience in a hotel environment,
- The right to work in South Africa.

How to apply

Send your CV and a short note about why this role interests you to Ashley Messina at ashley.messina@smart-operator.ai. Please put the role title in the subject line. Please apply by 28 October 2026.

