

EMPLOYMENT OPPORTUNITY

GUEST RELATIONS CONCIERGE



JOB TITLE:	GUEST RELATIONS CONCIERGE
REPORTS TO:	GENERAL MANAGER: BOTSWANA
FUNCTION:	GUEST RELATIONS AND SOMMELIER SERVICES
LOCATION:	BOTSWANA

JOB SUMMARY:

The Guest Relations Concierge is entrusted with curating and delivering an exceptional, highly personalized guest journey. Acting as the principal point of contact from arrival to departure, this role ensures all front-of-house operations are seamless, intuitive, and aligned with the uncompromising luxury standards of Relais & Châteaux. The position combines elite hospitality hosting with professional sommelier practices to elevate the culinary and safari experience.

KEY RESPONSIBILITIES:

1. Bespoke Guest Experience

- Proactive Personalization: Review guest profiles, histories, dietary requirements, and medical notes pre-arrival to anticipate needs and customize itineraries.
- Hosting & Orientations: Welcome guests, conduct refined camp orientations, and escort them to accommodations while introducing camp facilities and conservation philosophies.
- Guide Allocation: Collaborate with the General Manager to strategically pair guests with guides based on individual interests, personalities, and experience levels.
- Administration: Securely manage and submit guest indemnity documentation and activity records in compliance with monthly reporting requirements.
- Service Recovery: Manage guest inquiries, concerns, and complaints with empathy, sound judgment, and swift resolution.

2. Front-of-House (FOH) & Dining Operations

- Departmental Synergy: Coordinate communication between FOH, kitchen, housekeeping, guides, and management to ensure fluid service delivery.
- Lodge Presentation: Supervise the aesthetic excellence, maintenance, and setup of the main lodge, dining areas, curio shop, and public spaces to international luxury standards.
- Technical Precision: Maintain flawless standards for table settings, crockery, cutlery, glassware, and linen presentation.
- Stock Controls: Complete accurate monthly operational and bar stock counts, ensuring tight inventory control and variance analysis.

3. Sommelier Services

- Wine Program Execution: Manage wine service, presentation, opening, decanting, and cellar management.
- Curated Pairings: Collaborate with the Executive Chef and F&B Development Manager to design bespoke menus and tailor premium wine and food pairings.
- Guest Engagement: Incorporate authentic storytelling into the dining experience, sharing knowledge of wine regions, vintages, local culture, and conservation.

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4. Leadership & Team Culture

- Training & Mentorship: Coach FOH staff in luxury service delivery, dining etiquette, product knowledge, and guest engagement.
- Performance Management: Conduct daily observations to identify service gaps, reinforce excellent performance, and assist with onboarding.
- Succession Planning: Build strong internal talent pipelines through structured training aligned with Relais & Châteaux values (humility, excellence, authenticity, and passion).

REQUIRED SKILLS AND QUALIFICATIONS:

- 3–5 years of experience within a luxury safari lodge, five-star hotel, private villa, or Relais & Châteaux property.
- Hospitality Management Qualification.
- Certified Sommelier qualification (WSET, Court of Master Sommeliers, Cape Wine Academy, or equivalent).
- Advanced knowledge of luxury dining, menu composition, and premium beverage programs.
- Proficiency in guest management systems, property management systems (PMS), and administrative software.
- Strong leadership, coaching, and team-building abilities.
- Food & Wine Pairing certification; Train-the-Trainer qualification would be an added advantage.

PERSONAL QUALITIES:

- Ethical,
- Trustworthy
- Respectful of diverse cultures and opinions
- Problem-solving Ability
- Performance driven
- Excellent interpersonal skills
- High attention to detail
- Empathetic to employees needs
- Participate in sharing of ideas to improve upon offerings would be valuable

Interested applicants should email a cover letter and updated CV to the below listed email addresses. The subject heading of the email should be written as: Guest Relations Concierge.

To: hr@greatplainsconservation.com or opportunities@greatplainsconservation.com
no later than **October 31, 2026**

The remuneration package will be offered according to experience and qualifications of the successful candidate. We do not accept hand deliveries.

PLEASE NOTE, DUE TO THE HIGH VOLUMES OF APPLICATIONS ONLY THOSE WHO ARE SHORTLISTED WILL BE CONTACTED