



## **GUEST MANAGER ROLE BASED IN ANTARCTICA (6 WEEK CONTRACT)**

**Please note that the role is a 6-week contract role and attracts a daily wage that is aligned with the candidate's experience and working in Antarctica.**

The Guest Manager is solely responsible for the entire guest experience on ice, from the guest's arrival in Antarctica to their departure to Cape Town. This role is responsible for every aspect of the guest's stay, including dining, housekeeping, and overall comfort, whilst meeting White Desert's service standards. The Guest Manager will oversee 2 to 3 Camp Assistants, managing their duties and ensuring seamless service delivery. Reporting directly to the Camp Manager, this position is pivotal in creating a welcoming, luxurious, and memorable environment for all guests.

This role is critical in delivering the White Desert promise of exceptional guest experiences in one of the world's most unique environments. If you thrive in high-end hospitality and enjoy leading a dedicated team, this position offers a rewarding challenge.

### **The Company**

- Founded 20 years ago, a unique, multi-award winning company with high global reach (clientele and employees).
- The only company to offer a commercial private jet service to the Antarctic continent
- Renowned for their top-end luxury and exclusivity
- Extremely complex value chain with extraordinarily high logistical expenses that enable transportation to, and accommodation of guests on the continent.
- Highly seasonal business, which results in the need for careful planning in both the high and low seasons.

### **The Role**

#### **Guest Experience Management**

- Own the guest journey from arrival through departure, ensuring a flawless and personalized experience.
- Act as the primary point of contact for all guest needs, including housekeeping, dining, and special requests.
- Maintain guest satisfaction by promptly addressing any concerns or complaints in coordination with the Camp Manager.
- Liaise with the Camp Manager regarding guest profiles, preferences, and special requirements to tailor services accordingly.

#### **Management of team**

- Manage 2 to 3 Camp Assistants, ensuring they understand their roles and perform duties to the highest standard.



- Provide training, guidance, and support to Camp Assistants, fostering a professional and guest-focused team culture.
- Be the first point of contact for team issues related to work or camp life, escalating to the Camp Manager as necessary.
- Schedule and coordinate Camp Assistants' duties, including housekeeping, dining service, and guest support.

#### Front of House Responsibilities

- Lead the guest dining experience, ensuring impeccable service during breakfast, lunch, dinner, and pre-dinner drinks.
- Coordinate with catering staff to accommodate special diets and preferences, ensuring smooth communication between kitchen and service teams.
- Oversee the cleanliness and presentation of the dining room, lounge, and entrance areas at all times.
- Ensure snacks and beverages are always available for guests in the dining pod.
- Assist with organizing guest excursions and related catering needs, such as picnic lunches and 4×4 outings in collaboration with Camp manager and expedition guides.

#### Back of House Responsibilities

- Manage changeover days by coordinating thorough cleaning and preparation of the camp for new guests.
- Oversee collection and inventory of linens, towels, and loaned items, ensuring all are accounted for and returned as needed.
- Conduct guest loan item checks and communicate findings to the Guest Experience Manager via the Camp Manager.

#### General Duties

- Contribute to the daily maintenance and upkeep of the camp environment, supporting the overall team effort.
- Uphold White Desert's ethos by fostering a collaborative, supportive, and respectful team environment.
- Perform additional duties as required by operational needs, within the scope of the role.

#### Key Attributes & Skills

- Exceptional interpersonal and communication skills, with a warm and professional demeanour.
- Proven leadership experience managing small teams in hospitality or luxury service environments.
- Strong organizational skills and attention to detail.
- Ability to anticipate guest needs and deliver personalized service.
- Flexibility and resilience to work in a remote, challenging environment.
- Experience in luxury hospitality, cruise, or yacht steward roles is highly desirable.



### **General**

- The above outlines the primary responsibilities for the roles/duties, is not exhaustive, and may be changed at any time, dependent upon the operational requirements of White Desert Limited and within the parameters of the position.
- In addition, there is an all-embracing expectation that each team member will work collaboratively within the team framework and that each team member is responsible for maintaining a supportive environment in line with the White Desert ethos.

### **Location**

- Wolf's Fang, Antarctica

Please send your CV to [Careers@white-desert.com](mailto:Careers@white-desert.com).

Include the position you will be applying for in the subject line.