



INFLIGHT HOSPITALITY LEAD ROLE BASED IN CAPE TOWN FIXED TERM (6-8 MONTHS)

This role is responsible for ensuring a seamless in-flight experience for our high-profile guests, combining logistical excellence with refined hospitality. We are seeking an experienced, highly organized, and adaptable Inflight Hospitality Lead to oversee the delivery of luxury hospitality and service standards on all White Desert flights.

This role will serve as the key liaison between internal departments and external service providers, ensuring inflight standards are upheld to the highest level. This person will work closely with Senior Cabin Crew, suppliers, and guest experience teams to anticipate and exceed guest expectations.

This role is required to be present for every arrival and departure during the operational season, which will likely occur after hours (weekend, late at night, or early morning).

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

- Act as the primary point of contact for our suppliers, managing all catering coordination, including dietary requirements.
- Liaise with the Inflight liaison twice weekly to ensure smooth flight operations and service alignment.
- Oversee the management and inventory of food and beverage provisions for all flights.
- Ensure correct dressing of aircraft, including cleaning, aesthetic presentation, and postflight closing procedures.
- Maintain and elevate luxury service delivery standards across all inflight touchpoints.
- Collaborate with the Guest Experience team to design and implement seating plans.
- Manage orders and stock control for all onboard service items.
- Be present at every arrival and departure during the operational season, providing hands-on leadership and oversight.
- Support broader hospitality and operations teams as needed, adapting to dynamic logistical and environmental conditions.



Key Attributes & Skills

- Proven experience in luxury hospitality leadership
- Impeccable attention to detail and strong organizational skills
- Excellent communication and interpersonal abilities
- Experience managing catering and dietary requirements
- Proven track record of ability to build and maintain relationships with suppliers and colleagues
- Ability to remain calm under pressure
- Flexible and adaptable, with a "hands-on" approach to problem-solving
- Passion for delivering world-class guest experiences
- Familiarity with ultraluxury travel standards (preferred)

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 Pty Ltd 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

- Cape Town, South Africa
- Travel required (in-flight) to Antarctica

Please send your CV to Careers@white-desert.com.

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