



**ROLE: MANAGER – GUEST RELATIONS  
BASED IN CAPE TOWN  
(PERMANENT)**

The Guest Relations Manager is responsible for supporting the Guest Experience Manager in curating and delivering exceptional guest experiences from Cape Town to Antarctica. This role requires a dynamic individual who goes the extra mile, thrives in a fast-paced environment, and demonstrates strong local insight. The ideal candidate will be a master communicator, skilled relationship builder, and problem solver who can think on their feet and adapt to ever-changing circumstances.

**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**

**1. Guest Experience & Logistics**

- Assist in designing and refining the end-to-end guest experience, ensuring every touchpoint exceeds expectations.
- Coordinate and communicate all logistics with guests, including itineraries, transfers, and special requests.
- Assist in the planning and execution of guest experiences in Antarctica. Working closely with the Front of House team, this includes ensuring that they have the resources and support needed to deliver exceptional service and uphold high service standards.

**2. Safety Briefings & Event Planning**

- Prepare the Guest Experience centre at White Desert offices, including set-up, refreshments, and ambiance. Ensuring all materials and equipment are ready.
- Manage scheduling and communication of briefing dates/times to guests, ensuring clarity and convenience.

**3. Relationship Management**

- Build and maintain strong relationships with key partners—hotels, restaurants, activity providers, and transport companies in Cape Town.
- Leverage deep knowledge and connections within Cape Town's hospitality scene to offer tailored recommendations and secure exclusive experiences for guests.



#### 4. Operations & Reporting

- Support the smooth running of in-season and post-season hospitality operations, identifying opportunities for improvement.
- Assist in compiling detailed reports on guest experience and hospitality performance, providing actionable insights for continuous enhancement.

#### The Person, required Experience and Skills

- 3+ years in a management position in luxury hospitality, or high-end travel, with a proven track record of delivering outstanding service.
- Hospitality / Tourism qualification
- Exceptional knowledge of Cape Town's hotels, restaurants, and attractions, with established industry connections.
- Excellent communication, organization, and problem-solving skills. Ability to multitask, adapt quickly, and remain calm under pressure.
- A genuine passion for hospitality, adventure, and creating unforgettable guest experiences.
- Ability to travel between Cape Town and Antarctica as needed during our Guest season, November - February
- Fluent in English (no negotiable)

#### 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; and
- 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

Please send your CV to [Careers@white-desert.com](mailto:Careers@white-desert.com). Include the position you will be applying for in subject line.