



Reservations Consultant – Kapama Head Office – Pretoria

Kapama Game Reserve is looking for an enthusiastic, hardworking reservations consultant to join our strong and efficient reservations team. The position will be in our reservation department based at the Head Office in Pretoria.

JOB TITLE: Reservations Consultant

MINIMUM QUALIFICATION REQUIREMENTS:

- Minimum Qualification required:
- Matric / Grade 12 plus relevant Tourism qualification
- Any diploma or degree qualification will be advantageous
- Experience with the PANStrat Admin System will be advantageous

KNOWLEDGE AND SKILLS REQUIREMENT:

- 3-5 yrs experience in a similar role in the hospitality industry.
- Business administration experience
- Able to work under pressure
- Good judgement, Self-managed, Energetic & driven, Result orientated, Innovative, Creative, Computer Literate
- In-depth knowledge of business & customer needs in the tourism industry (rates, activities, lodge operations, etc.)
- Able to work independently as well as within a group

KEY AREAS OF RESPONSIBILITIES:

- Creating and achieving a desired service level for both customers and lodge operations
- Maximising occupancies by filling empty room gaps
- Liaising with and preparing for guests to enhance their experience at Kapama
- Accurately managing bookings from initial enquiry to booking confirmation and payment
- Receive and give feedback on telephonic, electronic and written enquiries
- Professional and presentable always
- Regular communication with clients regarding reservations
- Timeous follow-ups on all reservations
- Management of deposit payments and outstanding payments according to a schedule
- Assist with all properties in the portfolio
- Taking calls, sending and replying to a high number of emails

SALARY & OTHER PACKAGE DETAILS:

- Monthly package - market-related, depending on experience and qualifications + Pension Fund
- The position will be based at the Pretoria Head Office in Lynnwood Glen
- Work cycle –Mon-Fri as well as standby on some weekends & public holidays
- Remote work from home or other locations is not an option
- Able to travel when required

Start date: The position will be available to start immediately

Certificates must be presented during the interview. Should you have the necessary skills as stated above and are interested in applying to this position, please send your CV for attention: Marieke van Staden at res@kapama.com

Please note: Kapama Private Game Reserve subscribes to and applies the principles prescribed by the EE Act. Preference will be given to previously disadvantaged individuals who must be citizens of the RSA by birth or descent.