

Reservations Consultant – Kapama Pretoria Head Office

Kapama Game Reserve is looking for an enthusiastic RESERVATIONS CONSULTANT to join our reservations team

JOB TITLE: Reservations Consultant

QUALIFICATION

- Matric / Grade 12 plus relevant Tourism qualification

KNOWLEDGE AND SKILLS REQUIRED

- 2-5 years experience in a similar role in hospitality or call centre industry
- Business administration experience
- Able to work under pressure
- Good judgement - Self-managed - Energetic and driven - Result orientated - Innovative - Creative
- In-depth knowledge of the ins & outs of the tourism industry (rates, activities, lodge operational procedures etc.)
- Able to work independently as well as within a group
- Computer skills –Excel, PANstrat (an advantage)

KEY AREAS OF RESPONSIBILITIES

- Sound knowledge of the ins & outs of the tourism industry (rates, activities, lodge operational procedures etc.)
- Creating and achieving a desired service level for both customers and lodge operations.
- Maximising occupancies by filling empty room gaps through a balance between series and FIT clients
- Liaising with and preparing for guests to enhance their experience at Kapama
- Preparation of booked guests to enhance their experience at Kapama.
- Accurately managing a booking from initial enquiry to booking confirmation and payment
- Receive and give feedback on telephonic, electronic and written enquiries
- Be professional and presentable at all times.
- Be courteous at all times, even if the client appears to be in the wrong. “The client is ALWAYS right”.
- Communicate regularly with clients regarding reservations.
- Do timely follow-ups on all reservations.
- Ensure that deposits are paid according to terms.
- Assist with other properties or telephone if co-workers are not available or on leave.
- Telephone etiquette - and Replying to e-mails

SALARY & OTHER PACKAGE DETAILS:

- Monthly package - market-related depending on experience and qualifications
- 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

Certificates must be presented during the interview. Please note: This position is open to applicants with a disability

Should you be interested in applying to this position, please send your CV to Melanie at res@kapama.com

ONLY short-listed candidates will be contacted. If you have yet to hear from us within 3 weeks of submitting your CV, please regard your application as unsuccessful.

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