

## Reservations Manager – Kapama Pretoria Head Office

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

JOB TITLE: Reservations Manager

### QUALIFICATION

- Matric (Grade 12) or equivalent
- Relevant Tourism qualification
- Proven in-depth knowledge of Excel
- Any diploma or degree in a relevant field will be an advantage

### KNOWLEDGE AND SKILLS REQUIRED

- 5-8 yrs experience in a similar role in the hospitality or tourism industry, preferably reservations/team management
- Strong business administration experience
- Ability to work under pressure and manage multiple tasks simultaneously
- Excellent judgement and decision-making skills
- Self-managed and proactive, with the ability to work with minimal supervision
- Energetic, driven, and results-oriented with a passion for delivering high-quality service
- Innovative and creative problem-solving skills
- In-depth knowledge of tourism industry operations, including rates, activities, and lodge operational procedures
- Team management experience, with the ability to lead, motivate, and guide a team
- Strong customer relations skills, with the ability to handle conflict and provide outstanding service
- Proficient in Excel; experience with PANstrat or similar software will be an advantage

### KEY AREAS OF RESPONSIBILITIES

#### 1) Service Delivery & Operational Excellence:

- Ensure a high level of service delivery to both customers and lodge operations, maintaining high standards
- Lead the reservations team to achieve service excellence and meet occupancy targets.

#### 2) Reporting & Documentation:

- Develop and design new reporting documents and systems to improve internal processes.
- Enhance existing reporting procedures to support sales and operational goals.
- Manage weekly and monthly reports for the Sales team to track performance and outcomes.

#### 3) Sales & Reservation Management:

- Guide the reservations team on sales processes to maximize occupancy.
- Oversee the entire booking process from initial enquiry to booking confirmation and payment.
- Monitor deposit payments and follow up on any outstanding payments according to established timelines.

#### 4) Guest Experience & Communication:

- Ensure smooth communication with clients' reservations, including telephonic/electronic and written inquiries.
- Prepare pre-arrival information for guests to enhance their overall experience at the lodge.
- Regularly follow up on all reservations, ensuring timely responses and accurate details.

## Careers at Kapama

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##### 5) Team Leadership & Client Interaction:

- Manage, mentor, and motivate the reservations team to ensure high performance and customer satisfaction
- Maintain professionalism and a presentable image at all times when interacting with guests, clients, and colleagues
- Handle client relationships, addressing queries, resolving conflicts, and ensuring client satisfaction

##### 6) General Administration:

- Provide general administrative support to the reservations department and assist with tasks across the portfolio of properties
- Answer calls and respond to emails in a timely and professional manner

#### ADDITIONAL REQUIREMENTS

- Willingness to travel as required by the role.
- Ability to adapt to a dynamic and fast-paced environment.

#### SALARY & OTHER PACKAGE DETAILS:

- Monthly package - market-related depending on experience and qualifications
- Pension Fund and dreaded disease cover
- 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

If you have the skills and experience we are in search of, with the necessary qualifications and you are interested in a career with Kapama, we would love to hear from you. Please apply to [christiaan.steyn@kapama.com](mailto:christiaan.steyn@kapama.com)

All candidates that are interviewed will be required to complete a competency test.

#### Starting date:

- The position will be available to start in January 2025

All candidates will be required to complete a competency test during the interview process.

#### Please note:

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.

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.