



Kapama
PRIVATE GAME RESERVE

Careers at Kapama

Senior Groups Consultant – Kapama Head Office Pretoria

Kapama Game Reserve is looking for an enthusiastic SENIOR GROUPS CONSULTANT to join our strong and efficient reservations team

JOB TITLE: Groups Consultant (EE)

QUALIFICATION

- Matric / Grade 12 plus relevant Tourism qualification

KNOWLEDGE AND SKILLS REQUIRED

- 3-5 years experience in a similar role in the 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 business and customer needs in 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

- Creating and achieving a desired service level for both customers and lodge operations
- Liaising with and preparing for groups to enhance their experience at Kapama
- Accurately managing group bookings from initial enquiry to booking confirmation and payment
- Receive and give feedback on telephonic, electronic and written enquiries
- 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”.
- Regular communication with clients regarding reservation
- Timeous follow-ups on all group reservations
- Management of deposit payments and outstanding payments according to schedule
- Taking of calls
- E-mails



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ADDITIONAL REQUIREMENTS

- Able to travel when required

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

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.

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

Certificates must be presented during the interview process.

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 res@kapama.com

ONLY short-listed candidates will be contacted. If you have not heard 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 Employment Equity Act. Preference will be given to previously disadvantaged individuals., who must be citizens of RSA by birth or descent.