



## Careers at Kapama

### Senior Reservations Consultant – Kapama Head Office Pretoria

Kapama Game Reserve is looking for an enthusiastic 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: Senior Reservations Consultant

#### QUALIFICATION

- Matric / Grade 12 plus relevant Tourism qualification
- Any diploma or degree qualification will be advantageous
- Experience with PANSTRAT Product Management System

#### KNOWLEDGE AND SKILLS REQUIRED

- 3-5 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

- 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 in the portfolio
- Telephone etiquette - and Replying to e-mails

#### 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

Preferred start date: 1<sup>st</sup> November 2024

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](mailto:res@kapama.com)

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.