

**INTERNAL/ EXTERNAL VACANCY
ADVERTISEMENT**

Job Title:	Reservationist	Date:	16 February
Department:	Sales and Marketing	Position reports to:	Revenue and Reservations Manager

Minimum criteria required:

- Grade 12
- Significant Background in Reservations Service of a luxury hotel
- 3 Years' experience in a similar 5-star luxury hospitality role
- This position renders services to both Jock Safari Lodge and sister property Sanbona Wildlife Reserve

Key Performance Areas of this position include:

- Respond to guest queries quickly and professionally
- Internal and external customer relations
- Guest Feedback metrics (Trip Advisor etc.)
- Adhere to performance expectations at all times.
- Effective communication skills (tour operators, agents, clients)
- Effective communication with lodges and departments
- Effective coordination of effort to serve the Guest between Reservations and other Department Teams
- Adhere to policies, processes and standards of the Lodge
- Achievement of quality improvements as agreed by the Department Management in response to Market feedback
- Accuracy and completeness of bookings
- Accuracy, completeness and turnaround of quotations and inquiries
- Accuracy and completeness of Guest History
- Achieve targets
- Revenue created through bookings
- Achieve highest possible occupancy at the highest possible rates

Competencies required:

- Ability to effectively communicate with others in English (written and spoken)
- Experience in sales e.g., tele sales, retail sales etc.
- Proficient in use of various well-known Property Management systems (ResRequest would be beneficial)
- Process Excellence and Service Delivery
- Sustainable Quality and Attention to Detail
- Innovation for Results
- Initiative and Change Agent
- Teamwork, Cross Organisational Collaboration
- Managing Uncertainty (Ambiguity) and Adaptability

Sanbona shall apply the employment equity principles as set out in the Employment Equity policy and Plan. Interested applicants should submit CV's to careers@sanbona.com and reservations.manager@sanbona.com

Closing date: 28 February 2023

CONSENT TO PROCESS YOUR INFORMATION:

By sending us your application, Curriculum Vitae, academic records, qualifications, or any other personal information as defined by POPIA:

1. You have disclosed up to date and accurate records; and
2. You agree to us keeping your records in our data base as per our Retention Policy.

Declaration:

Kindly note that should you not receive a response back within two weeks, please consider your application unsuccessful. By agreeing to the terms herein, you give Sanbona the authority to process your personal information. This consent will remain valid until such time as we have received instructions from you to request, subject to any applicable law and where appropriate, the correction, updating or deletion of your personal information held by us. You further acknowledge and declare that all personal information supplied to Sanbona is accurate, up to date, not misleading and complete in all respects.