



Job Advert

Revenue and Reservations Manager Permanent

The Revenue & Reservations Manager assists the Sales & Marketing Manager by overseeing, coordinating, and directing the service, operations, logistics and activities of the Reservations Department to maximise Occupancy at the highest achievable rate. The incumbent takes responsibility for overseeing the revenue management, distribution, and pricing strategy of the lodges, and managing of the day-to-day yield operations. The role also ensures that guests always receive exceptional levels of personalised service.

Dimension	Job Requirements
Thinking Ability	<ul style="list-style-type: none">▪ Ability to anticipate future circumstances, conditions and requests and use these scenarios to plan for the future▪ Ability to think strategically and tactically in order to position the hotel and its revenue generation plans optimally▪ Ability to comprehend and develop and communicate abstract concepts▪ Ability to correctly communicate detailed information and instruction to others▪ Operates comfortably in an environment of high levels of ambiguity▪ Ability to recognise market and revenue concerns
Academic Qualifications and Background	<ul style="list-style-type: none">▪ Degree or equivalent in Hospitality Management / Financial Management▪ Extensive Background in Reservations and Revenue Services
Work Experience	<ul style="list-style-type: none">▪ 5 Years of experience in overseeing the hospitality Reservations and Revenue operations of a luxury 5-Star hotel
Job technical Skills	<ul style="list-style-type: none">▪ Proficient in understanding use of Yield-Management and Occupancy forecasting techniques▪ Proficient in the application of Up-Sell and Cross-Sell strategies▪ Proficient in property specific reservations and revenue software (ResRequest) to ensure that Occupancy and Rate are maximised▪ Proficient in the use of Rate-Building software and methods▪ Proficient in the application of Financial good practice▪ Proficient in the management of the various booking channels▪ Proficient user of Microsoft Office software applications▪ Conversant with specialist terminology including F&B service, Front Office, Culinary, Housekeeping, Maintenance, Security, Operational Finance
Personal Qualities	<ul style="list-style-type: none">▪ Committed to creating environments and systems that enable the delivery of exceptional and personalised services▪ Comfortable and accurate working with high levels of detailed information▪ Works to create a work environment that encourages high levels of engagement with the company▪ Persistent in establishing and maintaining effective systems and process activities
Business Values	<ul style="list-style-type: none">▪ Embraces, supports and models organisational values and culture

*Sanbona shall apply the employment equity principles as set out in the Employment Equity policy and Plan. Interested applicants should submit a comprehensive Resume/ CV with all supporting documents to careers@sanbona.com by no later than **15 September 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:

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