



JOB DESCRIPTION

SENIOR RESERVATIONS CONSULTANT

Head Office – Blairgowrie, Johannesburg

WE BELIEVE IN

Celebrating differences, nurturing individuality and cultivating gratitude. The thrill of discovery. Listening with curiosity and acting with integrity. Slowing down, being intentional and taking care of each other and the planet. The power of kindness, both outwards and inwards. Experiences that shape new ways of thinking and provide freedom from the norm. Having a light touch and a whole heart. Making our work matter.

OUR CULTURE

At the heart of our business is our Rare Earth family – the team of people who work tirelessly to make our guests feel welcome; people with passion, intention and humility; people who are curious about the world and are committed to caring for it; and people with the confidence and experience to always be their most authentic selves.

Together, our Rare Earth family provide the solid foundation for the achievement of our vision, which is to be one of Africa's most well-loved boutique hospitality brands, creating experiences that are unexpected, meaningful and considered for our guests.

OUR VALUES

Creativity – open-minded thinking

Generosity – of spirit, of time, of thought, of knowledge

Individuality – the courage to be unashamedly ourselves and embrace that in others

Fairness – a measured approach that does not discriminate

Humility – being respectful, placing ego aside and championing equality

Curiosity – a desire to learn more about people and the world

Ownership – taking responsibility for your ideas and your role

Family – engendering a sense of belonging among both staff and guests

Sincerity – operating with honesty and a lack of pretence

Kindness – warmth, goodwill and assuming the best in others

JOB SPECIFICATION

The successful applicant will have relevant experience in handling reservations across multiple properties as well as an in-depth understanding of lodges/hotels and the tourism industry. A passion for hospitality and excellent people skills are a given, as is a collaborative approach, a positive attitude and an inquiring mind. As a senior member of the department, they also need to be inspiring and considerate team players who are invested in the success and wellbeing of their colleagues.

This is a full time position.

PURPOSE

To manage and enhance the reservations system(s), to ensure the delivery of excellent service in line with our brand values, to nurture guest and trade relationships, and to maximise occupancies and average per-room revenues across the group.

KEY RESPONSIBILITIES

- Building trust, credibility and goodwill with clients and guests
- Prioritising timely and accurate responses to reservation enquiries
- Mastering the required software systems e.g. Semper so that they are always accurate and up-to-date
- Managing bookings from first enquiry to final confirmation and payment
- Handling daily phone and email correspondence with efficiency and warm professionalism
- Efficiently capturing all reservations data with diligence and attention to detail
- Providing guests with accurate information with regards to availability, room types, hotel facilities and rates
- Controlling and maximising occupancy levels by effectively managing overbooking and waitlists
- Cross- and up-selling where appropriate
- Ensuring that all guaranteed bookings are confirmed in the system
- Following up proactively on provisional bookings
- Processing cancellations and amendments
- Ability to understand statements, create and send them
- Resolving any guest complaints as a matter of priority and in conjunction with the relevant departments
- Maintaining strong, continuous communication between the reservations team and the properties to ensure the best possible guest experience
- Effectively managing yield by maximising rates and profitability
- Co-ordinating the distribution of rates
- Organising site inspections and fam trips
- Ongoing monitoring of booking movements, trends and competitor activity
- Acting as a brand ambassador for the Company at all times, leading with the Company's values

KNOWLEDGE & SKILLS REQUIRED

- A minimum of 5 years' experience in an inbound reservations position
- Energetic and proactive with a well-developed concept of the importance of providing a world-class guest experience and the ability to deliver that level of service
- Up-to-date knowledge of the environment/industry
- Strong understanding of OTA management
- Excellent interpersonal, communication and organisational skills

- Excellent command of the English language
- Awareness and understanding of a variety of cultures
- Meticulous, precise and always paying close attention to detail
- Ability to remain effective under pressure
- Lateral thinker and creative problem-solver who takes initiative
- Strong team player with a willingness to share information, knowledge and responsibility
- Evidence of the ability to practice a high level of confidentiality
- Desire to maintain good relationships with guests, colleagues and suppliers

PERSONAL CHARACTERISTICS

- Well-presented and professional
- Curious and intuitive
- Disciplined and self-motivated
- Energetic and optimistic
- Resourceful and proactive
- Appropriate sense of urgency
- Strong references and a clean track record are mandatory

SALARY

Industry related - based on experience

TO APPLY

Please send your CV to careers@rareearth.co.za with the subject line: "Senior Reservations Consultant - Application"

TIMELINES

Interviews will take place during August and potentially September 2023. Appointment effective mid-September 2023.