



Tailored Travel Advisor

CAPE TOWN, SOUTH AFRICA

Key Responsibilities

The Tailored Travel Advisor (TA) primary purpose is to provide a professional service to Travel Advisors worldwide who make direct contact with Singita. In addition to enhancing guest travel experiences, the TA assist in maximising revenue flows to support our conservation and community initiatives.

- Reports to the Revenue Manager.
- Active participation in and effective communication and support of Singita's conservation message and purpose.
- All roles at Singita may be required to perform other tasks as reasonably requested from time to time and as required by the business and/or operation. Singita fosters a culture of collaboration, and with this support of the multi-skilling of staff.

Overall Goal of the Tailored Team:

- Enhance the Singita guest and Travel Advisor experience by providing knowledgeable, expert travel advice and support.
- Optimise the business opportunity provided by the Travel Advisors making direct bookings with Singita.
- Encourages clients to adopt travel itineraries which include more than one Singita lodge experience.
- Capitalise on guests' planned visits to Singita lodges and introduce them to other experiences aligned with Singita's brand promise.

Key Responsibilities

Third party product exposure & Training

- Participate in all Singita Travel product training (including doing site inspections).
- Self-educate on Cape Town experiences: e.g. markets, restaurants, flight connections.
- Research all Singita Travel 3rd party products (Southern & East Africa).
- Research potential new 3rd party product & present to S/Travel and S/Tailored teams.

Offer a seamless and exceptional experience to select Travel Advisors around the world:

- The Singita Tailored consultant represents the 'best of the best' in terms of knowledge and service in the travel industry.
- The consultant's daily role is to build relationships and craft experiences (i.e. make travel arrangements) on behalf of travel advisors wishing to book directly with the company.
- The purpose of this role is to offer comprehensive travel advice and to create individually tailored itineraries within Southern and/or East Africa using 3rd party properties that are aligned with Singita's brand promise.
- All itineraries must include one or more of the Singita lodges.
- Travel Advisors are those trade clients who have been referred to the consultants by the sales team.

Systems

- Become a master at using the required systems i.e. Lemax, Springer Miller & WETU.

To apply email your CV to SMCcareers@singita.com or visit:

www.singita.com/about/careers



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Skills & Experience

Singita Tailored consultants are naturally intuitive individuals who champion and share creative ideas to deliver an exceptional experience to their Travel Advisor clients.

- Experience in Luxury retail travel industry or luxury lodge/hotel.
- Exposure to selling experiences as opposed to itineraries.
- Sound geographical knowledge of Africa.
- Excellent written and verbal communication skills.
- MS Office suite proficiency essential; other systems an advantage.
- Professional.
- Thrive under pressure.
- A relationship builder by nature.
- Open-minded and intuitive.
- Highly self-motivated and self-directed.
- Confident in making considered decisions and standing by them.
- Curious and passionate about our industry, constantly seeking out new trends and ideas on how to enhance our guest's experience.
- Sophisticated with a keen eye for detail.
- Collaborative.
- Have a flexible approach to working hours, thought processes, systems, and products.
- A quick learner.
- Committed to conservation.

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