



Reservations Consultant

CAPE TOWN, SOUTH AFRICA

Key Responsibilities

The Reservations Consultant provides a professional, end-to-end reservations service for Singita's own lodge portfolio, enhancing the guest experience while protecting revenue and Singita's brand promise.

- Manage the full booking lifecycle for Singita's own lodges — availability, quotes, confirmations, amendments and cancellations.
- Build and maintain relationships with Travel Advisors worldwide, with a particular focus on Africa-based operators, ensuring every interaction reflects our commitment to caring for our partners and their clients
- Become a master at using the required systems i.e. Springer Miller
- Administer deposits, payment deadlines and terms and conditions, following up on outstanding balances.
- Participate in product training, including relevant site inspections.
- Liaise with Lodge operations on booking details, special requests and notes ahead of arrival.
- Deliver accurate, flawless quotes/itineraries aligned with Singita's brand promise.
- Collaborate with Team Leads and colleagues, supporting multi-skilling, peak-period cover and Singita's conservation message.

Skills & Experience

- Luxury retail travel or lodge/hotel experience.
- A natural ability to deal with people combined with a strong client focus.
- Ability to be extremely resourceful.
- Meticulous, accurate and very detail orientated.
- Exposure to selling experiences as opposed to itineraries.
- Excellent written and verbal communication skills.
- A sound geographical knowledge of Africa.
- MS Office proficiency essential; other systems an advantage.
- Able to work under pressure and flexibly across shifts, independently or as part of a team.
- Curious and passionate about our industry, constantly seeking out new trends.
- Strong critical thinking skills.
- Open-minded and intuitive.
- Genuine care for Agents and colleagues.
- Thrives in a collaborative, fast-paced environment.

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

www.singita.com/about/careers