



## Reservations Consultant

SINGITA MANAGEMENT COMPANY, CAPE TOWN

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### Key Responsibilities

The Singita Reservations team aims to provide a professional service in enhancing the guest experience and maximising revenue flow whilst providing expert travel advice.

Overall goal of the Reservations team:

- To provide a professional service to our partner clients Travel Advisors around the world with a particular focus on Africa based operators who make contact with Singita.
- Enhance the Singita guest and Travel Advisor experience by providing knowledgeable, expert travel advice and support.
- Optimise the business opportunity provided by the Travel Advisor and introduce them to other experience's that are aligned with Singita's brand promise.
- To champion our conservation narrative.
- Encourage clients to adopt travel itineraries that include more than one Singita lodge experience.
- Assist the company in maximising revenue flows to support our conservation and community initiatives.
- The Consultant's daily role is to build relationships and craft experiences by booking Singita accommodation and logistics services in the areas within which we operate.
- Become a master at multitasking and using multiple systems required, such as Springer Miller, WETU, Lemax and LeanKit.
- Participate in all product training (including site inspections appropriate to the role).
- Self-educate on relevant experiences that Travel Advisors may enquire about, e.g. markets, restaurants, flight connections and third party products in Southern and East Africa.

- Administrative work required to create and finalize a booking. This includes but isn't restricted to ensuring that:
  - Clients adhere to our terms and conditions including the timeous collection of deposits and final payments.
  - A guest's itinerary and time at a Singita lodge is flawless.
- 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 a support of the multi-skilling of staff.

### Skills & Experience

- Luxury retail travel industry experience or luxury 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.
- Ability to work under pressure, independently as well as part of a team.
- A flexible approach to working set shifts.
- Curious and passionate about our industry, constantly seeking out new trends.

To apply email your CV to [Louisa.C@singita.com](mailto:Louisa.C@singita.com) or visit:

[www.singita.com/about/careers](http://www.singita.com/about/careers)