



RESERVATIONS CONSULTANT

ABOUT SINGITA

Singita is a conservation brand that has been preserving African wilderness for the past 28 years, offering guests an exceptional safari experience with 15 luxury, award-winning lodges and camps across six regions in Africa.

In partnership with non-profit funds and trusts who implement strategic conservation projects in each region, Singita is preserving and protecting pristine land and wildlife populations, and helping to create economic independence within local communities surrounding the reserves.

WHAT THE ROLE ENTAILS

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

Singita Reservations Consultants are naturally intuitive individuals who champion and share creative ideas in order to deliver an exceptional experience to their Singita's partner clients.

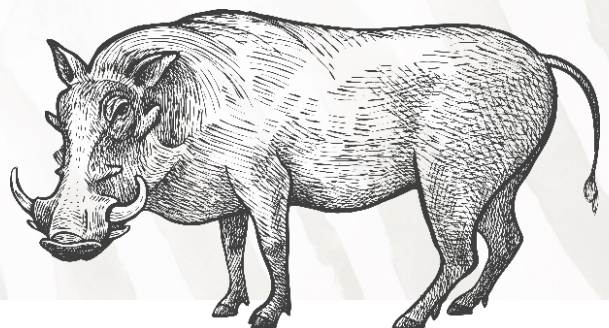
Overall goal of the Reservations team:

- 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.

WHAT YOU WILL NEED

- 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 for this role, please email your CV to Louisa.C@singita.com or complete the application on our website www.singita.com/about/careers



WHAT YOU WILL DO

- 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, Travellogic 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.

OUR CORE VALUES

Core to the success of the individual in this role is that their personal values are aligned with Singita's.



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