



Reservation Consultant

CAPE TOWN, SOUTH AFRICA

Key Responsibilities

The main purpose of the Reservation Consultant is to provide a professional service in enhancing the guest experience and maximising revenue flow whilst providing expert travel advice.

- Build relationships and craft experience by booking Singita accommodation and logistics services in the areas within which Singita operate.
- Maintain relationships with partner clients Travel Advisors around the world with a particular focus on Africa-based operators who contact Singita.
- Mastering multitasking and systems required, such as Springer-Miller, WETU, Travelogic and LeanKit.
- Administrative work to create and finalize a booking.
- Participate in all product training (including site inspections appropriate to the role).
- Ensuring clients adhere to terms and conditions, make a deposit, and make final payments.
- Providing a flawless guest itinerary aligned with Singita's brand promise and business strategy.
- 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.
- Foster a culture of collaboration, and with this support of the multi-skilling of staff.
- Active participation in and effective communication and support of Singita's conservation message and purpose.

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 SMCcareers@singita.com or visit:

www.singita.com/about/careers