

# SHAMWARI

— PRIVATE GAME RESERVE —

## EXTERNAL VACANCY

**Job Title:** Reservations Manager  
**Department:** Reservations

**Date:** 17 July 2023  
**Position reports to:** Revenue Manager

### 1. **Minimum criteria required:**

- Qualification: Degree or equivalent in Hospitality Management
- Prior Front of House and reservations experience at a 5 star luxury property
- 3-5 years' experience in a similar reservations position at a 5 star luxury property

### 2. **Key Performance Areas of this position include:**

- Assist the manager in optimising room revenue opportunities and manage room inventory accordingly
- Assist the manager with reporting, rate loading and rate administration on Opera
- Assist the manager with training, rostering and work performance of the reservations team
- Assist the manager to handle guest complaints and disputes in a timeous manner
- Effective interaction and communication with the Reservations Manager, Marketing manager, Hospitality Manager, Lodge managers and all other support HoDs
- Assist with the management and co-ordination of tour operator and agent free-sell, allocations and releases
- Develop in-depth knowledge of all lodges , activities and USPs

### 3. **Competencies required:**

- Experience in handling a small team in a luxury travel environment
- Excellent command of the English language (Spoken and written)
- Excellent communication skills with high level of telephone etiquette and attention to detail
- Computer experience: Microsoft Outlook, Microsoft Word, Microsoft Excel, Opera PMS
- Proven track record as a reservations manager or assistant manager
- Sound understanding of yield management and implementation thereof
- High degree of confidentiality and integrity
- Ability to work in a challenging and demanding environment
- Committed to service excellence and guest satisfaction
- Well organised team player, capable of working independently, meticulously and with initiative

*Shamwari shall apply the employment equity principles as set out in the Employment Equity policy and Plan. Interested internal applicants should submit CV's to:  
e-mail: [careers@shamwari.com](mailto:careers@shamwari.com) and [reservations.manager@shamwari.com](mailto:reservations.manager@shamwari.com)*

Closing date: 4 August 2023

#### CONSENT TO PROCESS YOUR INFORMATION:

By sending us your application, CV, academic records, qualifications, or any other personal information as defined by POPIA:

1. You have disclosed up to date and accurate records; and
2. You agree to us keeping your records in our data base as per our Retention Policy.

#### Declaration:

By agreeing to the terms herein, you give Shamwari the authority to process your personal information. This consent will remain valid until such time as we have received instructions from you to request, subject to any applicable law and where appropriate, the correction, updating or deletion of your personal information held by us. You further acknowledge and declare that all personal information supplied to Shamwari is accurate, up to date, not misleading and complete in all respects.

T: +27 (0) 42 203 1111 | F: +27 (0) 86 602 0188 | [reservations@shamwari.com](mailto:reservations@shamwari.com) | [www.shamwari.com](http://www.shamwari.com)

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