



Job Advert

Reservations Manager Permanent

The Reservations Manager assists the Sales and Marketing Manager by overseeing, coordinating and directing the service, operations, logistics and activities of the Reservations Department in order to maximise Occupancy at the highest achievable Rate. Takes responsibility for the smooth and efficient operation of the Reservations Department in conjunction with the Reservationists as their primary operational responsibility. This role works closely with the relevant HOD's to ensure a coordinated effort between Lodges Managers, Sales, Marketing and Reservations to ensure exceptional guest service and product delivery excellence. This position is based in Cape Town and services two properties.

Dimension	Job Requirements
Thinking Ability	<ul style="list-style-type: none">▪ Ability to anticipate future circumstances, conditions and requests and use these scenarios to plan for the future▪ Ability to think strategically and tactically in order to position the Lodge and its revenue generation plans optimally▪ Ability to comprehend and develop and communicate abstract concepts▪ Ability to correctly communicate detailed information and instruction to others▪ Operates comfortably in an environment of high levels of ambiguity▪ Ability to recognise market and revenue concerns▪ Ability to prioritise tasks and delegate
Academic Qualifications and Background	<ul style="list-style-type: none">▪ Degree or equivalent in Hospitality/ Revenue Management / Financial Management▪ Extensive Background in Reservations Services
Work Experience	<ul style="list-style-type: none">▪ 5 Years of experience in overseeing the hospitality Reservations operations of a luxury 5-Star Lodge
Job technical Skills	<ul style="list-style-type: none">▪ Proficient in understanding use of Yield-Management and Occupancy forecasting techniques▪ Proficient in the application of Up-Sell and Cross-Sell strategies▪ Proficient in the creation and analysis of Market Studies▪ Proficient in property specific reservations and revenue software to ensure that Occupancy and Rate are maximised▪ Proficient in the use of Rate-Building software and methods▪ Proficient in the application of Financial good practice▪ Proficient in negotiating cost of Distribution▪ Proficient in the management of the various booking channels▪ Proficient user of Microsoft Office software applications▪ Conversant with specialist terminology including: F&B service, Front Office, Culinary, Housekeeping, Wardrobe, Maintenance, Security, Operational Finance

CONSENT TO PROCESS YOUR INFORMATION:

By sending us your application, Curriculum Vitae, 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 Sanbona 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 Sanbona is accurate, up to date, not misleading and complete in all respects

Personal Qualities

- High degree of confidentiality and protection of sensitive information
- Committed to creating environments and systems that enable the delivery of exceptional and personalised services
- Displays a sense of urgency and dedication to meeting the needs and wishes of others
- Comfortable and accurate working with high levels of detailed information
- Models a life of personal service and support to the Service Teams
- Works to create a work environment that encourages high levels of engagement with the company
- Persistent in establishing and maintaining effective systems and process activities
- Effective in creating and fostering an environment of collaboration and commitment
- Does not make judgement about people based on their views, preferences, habits and behaviours
- Demonstrates exceptional levels of integrity
- Ability to work independently without receiving detailed instructions
- Presents impeccable grooming and deportment

Sanbona shall apply the employment equity principles as set out in the Employment Equity policy and Plan.

*Interested applicants should submit a comprehensive Resume/ CV with all supporting documents to careers@sanbona.com by no later than **21 March 2025**.*

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