



Job Advert

Reservationist

Permanent

The Reservationist assists the Reservations Manager to achieve department targets by accurately interpreting the accommodation needs of guests and organisations, selling the maximum number of room nights at the highest achievable rate, cross selling the hotel departments, making careful notes of all guest requirements, ensuring that guest requirements are captured in the booking, guest profile and history, and formulating and sending an accurate quotation when required.

The position takes responsibility for the complete recording of all booking and inquiry details and correspondence, while taking all reasonable measures to maximise occupancy and revenue as his/her primary operational responsibility for more than one property.

This role works closely with the relevant Departments to ensure a coordinated effort for providing personalized service and product is achieved and that guest preferences and requests are met with an absolute minimum of error. The role also works to ensure that guests perceive the hotel as a highly professional business in all respects. This position is based at our Offices in Cape Town.

Dimension	Job Requirements
Ability to think	<ul style="list-style-type: none">• Ability to anticipate Guest needs and think up creative ways to meet these needs• Ability to correctly communicate detailed information to others• Ability to mentally solve scheduling problems.• Operates comfortably in an environment of high levels of ambiguity• Ability to recognize safety or security concerns• Ability to pay attention to detail and capture all reservations and guest details accurately on the system• Ability to think strategically in order to upsell to agents and potential guests• Ability to correctly communicate detailed information and instruction to others• Ability to anticipate future circumstances, conditions and requests and use these scenarios to plan for the future• Ability to project confidence in product knowledge and guest management skills• Ability to be proactive in the generation of reservations• Ability to recognize market concerns• Good understanding of effective guest systems and process activities• Ability to work for extended hours with at times limited periods of rest• Ability to solve problems with flexibility and innovation• Good understanding of techniques for dealing with the dissatisfied customers and agents

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

Academic Qualifications and Background	<ul style="list-style-type: none"> • Grade 12 • Significant Background in Reservations Service of a luxury 5-star hotel
Languages	<ul style="list-style-type: none"> • Ability to effectively communicate with others in English (written and spoken) • Experience in sales e.g. tele sales, retail sales etc.
Work Experience	<ul style="list-style-type: none"> • 3 Years' experience in a similar 5-star luxury hospitality role
Job technical Skills	<ul style="list-style-type: none"> • Proficient in use of various well-known Property Management systems • Proficient user of Microsoft Office software applications • Proficient in the application of Up-Sell and Cross-Sell strategies • Proficient in the application of sound negotiation skills • Proficient in the management of the various booking channels • Proficient in the application of Financial good practice • Conversant with specialist terminology including. <ul style="list-style-type: none"> – F&B service, Culinary, Housekeeping, Wardrobe, Maintenance, Security, Operational Finance.
Personal Qualities	<ul style="list-style-type: none"> • High degree of confidentiality and protection of sensitive information • Displays a sense of urgency and dedication to meeting the needs and wishes of others • Persistent in maintaining effective systems and process activities • Demonstrates exceptional levels of integrity • Demonstrates the ability to think ahead and take initiative • Committed to creating environments and systems that enable the delivery of exceptional and personalized services • Models a life of personal service • Works to support a work environment that encourages high levels of engagement with the company • Persistent in maintaining effective systems and process activities • Effectively collaborates within an environment of collaboration and commitment • Does not make judgement about people based on their views, preferences, habits, and behavior's. • Ability to work independently without receiving detailed instructions • Presents impeccable grooming and deportment • Emotionally stable, even tempered and calm when faced with challenges • Ability to multitask and deliver under pressure • Competent in applying techniques for dealing with the dissatisfied customers • Operates comfortably and with flexibility, in an environment of high levels of ambiguity

*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**.*

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