



Job Title	Reservationists x2	
Location	Aha Hotels & Lodges	
Job Brief	To respond to communication from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, fax, or through the central reservation system. Effectively make bookings for the Group.	
Operations	<ul style="list-style-type: none"> • Taking and processing reservations for all Hotels and Lodges in the Group on the central reservations system • Processes reservations from the sales office, other hotel departments, and travel agents • Respond timeously to telephone and email queries • Follow up on booking queries and payments • Preparing quotations and ensuring that all quotations have the correct rates • Upsell products and services of hotels and lodges • Liaise with Hotel Front Office and other departments 	
Key Areas	<ul style="list-style-type: none"> • Solve reservations problems such as overbooking and track future bookings • Proficient knowledge of the types of rooms available as well as their location and layout. • Knowledgeable about the selling status, rates, and benefits of all packages. • Proficient knowledge of the credit policy of the hotel and how to code each reservation. • Creates and maintains reservation records by date of arrival and alphabetical listing. • Prepares letters of confirmation. • Monthly reporting on the wash-factor and cancellations at the lodges 	
MINIMUM REQUIREMENTS		COMPETENIES



<ul style="list-style-type: none">• Grade 12 / Matric• 2 years' experience in maintenance• Tertiary Qualification in Hospitality would be an advantage• Strong Administrative Skills• Must have experience in eRes, Nebula, Opera and Apex• Previous accommodation reservations would be an advantage	<ul style="list-style-type: none">• Customer Focus• Interpersonal skills• Communicates Clearly via telephone and Email• Teamwork• Attention to detail• Time management skills• Ability to work under pressure• Learning orientation
--	--

Please take note of the following before applying:

- Do not send your CV / apply if you do not meet the minimum requirements
- Transferring will have to be negotiated with your current manager
- Only candidates that meet the above requirements will be contacted Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful.
- Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan

Please send your updated CV to thando.ngema@aha.co.za on or before 09th of May 2022.

