

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b> | <b>Sales &amp; Conference Coordinator</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Location</b>  | <b>aha Kopanong Hotel &amp; Conference Centre, 243 Glen Gory Rd, Norton's Home Estates, Benoni, 1501</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Objective</b> | We are looking for a dynamic, organised, and service-driven individual to join our aha Kopanong Hotel as a Sales & Conference Co-ordinator. The successful candidate will be responsible for managing group and conferencing enquiries, quotations, bookings, and coordination across various properties, ensuring exceptional service delivery and efficient communication between clients, operations, and the reservations team.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Key Areas</b> | <ul style="list-style-type: none"> <li>• Handle sales and conference enquiries professionally and efficiently</li> <li>• Prepare accurate quotations and process bookings</li> <li>• Coordinate conferencing requirements between clients, reservations, and operations teams</li> <li>• Follow up on enquiries and maintain strong relationships with clients and agents</li> <li>• Ensure excellent turnaround times and customer service standards</li> <li>• Assist in driving conferencing and group business growth across properties</li> <li>• Maintain accurate reservation and booking records</li> <li>• Support the Central Reservations team with administrative and operational functions related to conferencing and groups</li> <li>• Liaise with hotel departments to ensure smooth execution of group and conference events</li> <li>• Monitor rooming lists, conference schedules, and special client requirements</li> <li>• Assist with preparing contracts, invoices, and payment follow-ups for group bookings</li> <li>• Provide clients with detailed information regarding facilities, packages, and services offered</li> <li>• Generate regular reports on group bookings, conference activity, and revenue performance</li> <li>• Ensure all bookings comply with company policies and operational procedures</li> </ul> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Identify opportunities to upsell accommodation, conferencing packages, and additional services</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MINIMUM REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Competencies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>Matric / Grade 12</li> <li>Diploma or Certificate in Hospitality Management, Tourism Management, Events Management, Business Administration, or a related field will be advantageous</li> <li>Additional training or certification in Reservations, Conferencing, Sales, or Customer Service will be beneficial</li> <li>Previous experience in reservations, conferencing, hospitality sales, or a similar role</li> <li>Excellent communication and customer service skills</li> <li>Ability to work under pressure and manage multiple tasks simultaneously</li> <li>Knowledge of hotel reservation systems will be advantageous</li> <li>Strong attention to detail and problem-solving abilities</li> <li>Ability to work independently and within a team environment</li> </ul> | <ul style="list-style-type: none"> <li>Professional communication skills</li> <li>Time management and planning</li> <li>Client-focused approach</li> <li>High level of accuracy and attention to detail</li> <li>Ability to build and maintain relationships</li> <li>Customer complaint resolution.</li> <li>Administrative and reporting skills.</li> <li>Computer literacy.</li> <li>Strong leadership and supervisory skills.</li> <li>Excellent communication and interpersonal skills.</li> <li>Customer-focused mindset.</li> <li>Attention to detail.</li> <li>Planning and organisational skills.</li> <li>Problem-solving and decision-making ability.</li> <li>Ability to work under pressure.</li> <li>Professionalism and integrity.</li> <li>Teamwork and collaboration.</li> <li>Adaptability and flexibility.</li> </ul> |



**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 [recruitment@aha.co.za](mailto:recruitment@aha.co.za) on or before **15 July 2026****

