

Job Title	Reservations Consultant	
Location	aha Head Office - Bryanston	
Objective	AHA Hotels & Lodges is seeking a Reservations Consultant for delivering exceptional customer service by efficiently managing accommodation reservations and guest enquiries through various communication channels. The role focuses on providing accurate information, processing bookings, maximising revenue through upselling opportunities, and ensuring a seamless reservation experience. The Reservations Consultant plays a key role in achieving occupancy and revenue targets while maintaining high standards of professionalism, accuracy, and guest satisfaction.	
Key Areas	Overall efficiencies • Handle inbound reservation enquiries via telephone, email, and online channels. • Assist guests with accommodation bookings, amendments, cancellations, and special requests. • Provide accurate information on room types, rates, packages, promotions, and hotel facilities. • Maximise revenue through effective upselling and cross-selling of products and services. • Maintain accurate reservation records and guest profiles. • Process payments and ensure compliance with company policies and procedures. • Liaise with hotels and internal departments to ensure seamless guest experiences. • Resolve guest queries and complaints professionally and efficiently. • Achieve individual and team performance targets while delivering exceptional customer service.	
MINIMUM REQUIREMENTS		COMPETENCIES
• Matric / Grade 12 • Previous experience in hotel reservations, hospitality, customer service, or a call centre environment. • Experience using hotel reservation systems (e.g. Opera, Protel, or similar) will be advantageous. • Excellent verbal and written communication skills. • Strong computer literacy, including Microsoft Office. • Ability to work shifts, weekends, and public holidays. • Strong attention to detail and excellent organisational skills.		• Customer-focused with a positive attitude. • Excellent communication and interpersonal skills. • Strong problem-solving and conflict-resolution abilities. • Sales and upselling skills. • High level of accuracy and attention to detail. • Team player with a proactive approach. • Professional, reliable, and adaptable.



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| <ul style="list-style-type: none">• Ability to work under pressure and manage multiple tasks effectively. | |
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Please take note of the following before applying:

- If you love building relationships, driving results, and sharing the beauty of Southern Africa with local travelers, we want to hear from you. Join the aha team and be part of something extraordinary.
- 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 on or before 15 July 2026

