



Assistant Reservations Manager: Operators

Purpose of the role

Ensure the efficient operation of lodge Reservations, Revenue Management and related areas according to Gondwana standards. Maximize occupancy, manage team; and maintaining efficient reservations administration and controls. To promote and sell the company accommodation facilities and their products to achieve the highest possible occupancy.

Key responsibilities:

- Enforce quality customer service
- Mentor and train employees
- Implement business strategies to increase sales and company profitability.
- Maintain and improve the Reservation's Department standards
- Prepare staff for job transition and succession
- Keep staff motivated and focused
- Exceed sales and customer satisfaction objectives
- Report and meet on a weekly basis with the Line Manager

Competencies required

- Must be self-motivated and a self-starter
- Must be trustworthy and dependable
- Must be a team player
- Required to have proven managerial skills; and managerial experience within the Tourism Industry
- Must be customer and quality orientated
- Must be able to manage time well; have the ability to plan properly; and to manage people effectively in order to sustain the highest level of productivity
- Must have excellent interpersonal skills and the ability to build lasting relationships with both clients and colleagues
- Must poses and awareness of industry developments; as well as the business competitors
- Must have proven Computer skills in the following programs:
 - Microsoft Office package (Word, Excel, Power point etc.)
 - INNKeeper Booking System experience will be an advantage
- Excellent written and verbal communication skills in English and Afrikaans (Ability to communicate in German will be an advantage)
- Must have Tourism Related Product knowledge
- Strong Administrative and financial skills
- Ability to work flexible and extended hours from time to time

Please forward your application letter and CV to:

cv@gcnam.com