



Reservations Consultants

Purpose of the role

Ensure that callers and clients are treated warmly and professionally as this position usually is the first direct contact of a potential guest with the Gondwana Collection and forms an essential part of the impression of the whole companies' service policy and ability.

Promote and sell the company accommodation facilities and their products to achieve the highest possible occupancy.

Key responsibilities:

- Organize Reservations/Bookings
- Corresponding with Tour Operators and direct bookers
- Ensure Rooms Allocations
- Organizing future block Bookings
- Updating of Waitlists
- Weekly correspondence checks
- Manage bookings by deposit payments and follow-up
- Yield management

Competencies required

- Have a good understanding of communication skills.
- Understand and practice the importance of guest satisfaction.
- Have a basic knowledge of Namibia, the position of cities and tourist attractions.
- Computer literate
- Innkeeper Management Systems experience will be beneficial
- Be exact and diligent (detail orientated and have a high work ethic)
- Hardworking and task and results driven
- Proven competence on Microsoft Word, Excel and Outlook
- Fluent in English and Afrikaans, German will be an advantage
- Excellent communication skills a pre-requisite
- Must be a team player

Please forward your application letter and CV to:

cv@gcnam.com