



THE ROYAL PORTFOLIO

Senior Reservationist

Head Office | Cape Town

Scope and General Purpose:

To keep an updated and accurate record of all reservations and their related correspondence with the properties. Reservations will be for all the properties within The Royal Portfolio.

Main Duties:

- To ensure all interaction with guests and agents is professional, warm, welcoming and personalised.
- Respond to communications from guests, agents and referral networks concerning reservations, whether telephonically, via email, or through online channels.
- Creates and maintains reservations records - usually by date of arrival and prepares letters of confirmation and promptly processes any cancellations and modifications.
- Monitor future room availability on the basis of reservations.
- Additional duties include preparing the list of expected arrivals for the front office, assisting in pre-arrangements of activities when required and processing future reservation deposits and payments.
- Familiar with room descriptions, location and layout.
- Efficient knowledge regarding all rates, special offers and any special agreements in place.
- Make new or amend existing reservations on Opera.
- Email properties to book additional activities, transfers & flights for guests.
- Read & respond to emails within two hours of receiving them.
- Answer telephonic queries in a courteous and professional manner.
- Must be a team player.
- Must be able to work under pressure.

Requirements & Qualifications for this position:

We are looking for a passionate, energetic, hardworking person with strong communications skills who can be supportive and add value to our reservations team. The right candidate needs to be confident working on Opera and build healthy relationships with agents and direct guests.

Please note that applicants are required to have a minimum of 5 years' experience in a similar position and environment. The best candidate should be able to stay calm under pressure. It is important for The Royal Portfolio that the candidate will see themselves as part of a team and fit into our culture.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

What makes working for The Royal Portfolio unique?

The Royal Portfolio is a collection of iconic hotels and lodges in iconic destinations across South Africa including Royal Malewane, Birkenhead House, La Residence, The One Above and The Silo.

At The Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose we seek to employ exceptional individuals whose personalities reflect our Purpose & Values. We hire for attitude and train for skill.

Our purpose is "To give guests a complete experience and a perfect stay."

Find out more about our [Purpose & Values](#) on [The Royal Portfolio](#) website.

Please send a CV and covering letter to Estelle van der Merwe - estelle@trp.travel