



THE ROYAL PORTFOLIO

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.

PURPOSE & VALUES

To give our guests a complete experience & a perfect stay

GUESTS

- To be welcoming, genuine & warm
- To provide value & superior, personalized service
- To create an environment of relaxation & enjoyment

STAFF

- To have a culture of mutual respect, trust & integrity
- To recognize, reward & uplift
- To have passionate & expert staff

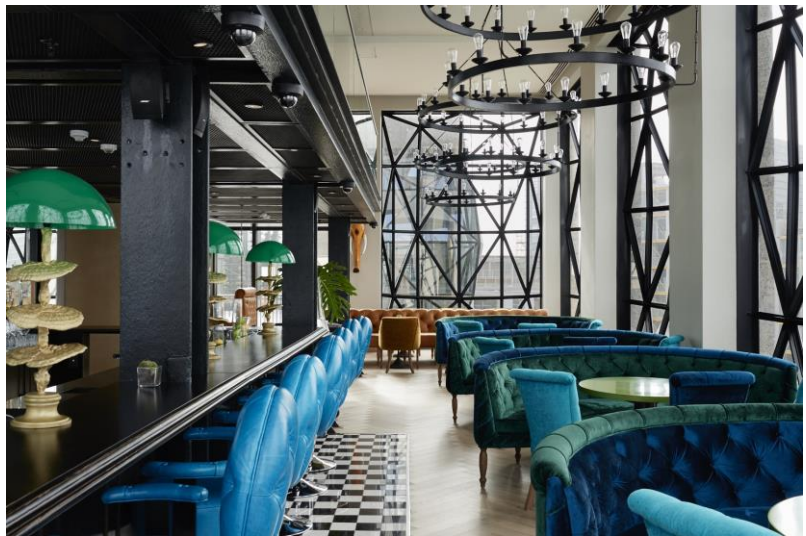
COMPANY

- To be financially sustainable
- To uplift local communities
- To promote conservation & protect the environment

ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschhoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.

SWITCHBOARD OPERATOR THE SILO HOTEL | CAPE TOWN



SCOPE & GENERAL PURPOSE

The Silo Switchboard Operator will be the first point of contact for all guests calling through to the Hotel. They need to ensure that they are transferring calls correctly and communicating in the correct manner. They would need to have knowledge of the Royal Portfolio properties and standards and ensure that they adhere to the Royal Portfolio's Purpose "To give guests a complete experience and a perfect stay".

MAIN DUTIES & RESPONSIBILITIES

- Develops a strong knowledge of the hotel's facilities and services and of the surrounding community;
- Answer and screen all incoming calls and deal with individual requests, messages and queries from Guests;
- Operate a system called Dineplan to make and update all outlets dining reservations. To capture guest details correctly and ensure confirmations are sent;
- Take and distribute messages or mail and redirect calls;
- To ensure a proper use of the telephone etiquette standards at all times;
- Process and deliver telephonic messages for Guests;
- Stay current and up to date with all hotel services as well as daily VIP requests and special events;
- Provide support to colleagues and Management as required;



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It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

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

CONNECT



To apply for this position please send your CV and a one page covering letter to:
careers@theroyalportfolio.com

SWITCHBOARD OPERATOR THE SILO HOTEL | CAPE TOWN

MAIN DUTIES & RESPONSIBILITIES

- Project a professional manner with an emphasis on hospitality and Guest service;
- Coordinates guest requests for special services or equipment with the appropriate department;
- Compile daily staff transportation lists and send to transport company as required within deadlines specified;
- Assist with ad hoc duties as requested by colleagues and Management if within reason and person's capabilities

REQUIREMENTS & QUALIFICATIONS

- 2 Years' 5* Hotel Switchboard Experience
- Matric Qualification
- Computer Literate
- Knowledge of the Property Management Systems at Operator Level (Opera, Dineplan)
- Very strong ability to communicate; Read and write in English; Additional languages are a plus
- Ability to multitask and has excellent time-management
- Must be able to work under pressure and have experience in working in busy hotel environments
- Proven job reliability, diligence, dedication and attention to detail
- Must be flexible with working nights, weekends, and holidays
- International experience in a similar environment and travelling experience will be advantageous
- Own transport a plus

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