

Job Title  
Receptionist

Client  
UCT Breakwater Lodge (Protea Hotel Breakwater Lodge)

Salary  
R72000.00 p/a

#### Job Description

- .■Dealing with all incoming enquiries regarding accommodation availability, rates etc, as well as taking, processing and confirming these reservations in the appropriate manner as outlined in the "Wexler" script.
  - .■Dealing with all correspondence or communications with regards to Individual Reservations.
  - .■Confirming that CLIENTS have the correct quotes with the necessary confirmation letters or pro-forma invoices.
  - .■Furnishing all relevant Tour Operators and Agents with pro-forma invoices and following up on these to ensure payments are received on or before their due dates as set out in the STO contract.
  - .■Handing over all the relevant correspondence to Front Office.
  - .■Maintaining GUEST history records as well as VIP profile list (company details, designations, etc.).
  - .■Responsible for adherence to laid down procedures and standards, in order to achieve the highest possible occupancies & average room rates.
  - .■Effective filing & carrying out of additional duties, as requested by the Department Head
- Skills Required

#### Requirements

- .■Certificate or diploma in Hospitality Management
- .■Grade 12 or equivalent
- .■Previous experience in Reservations
- .■Good working knowledge of Opera and MARSHA
- .■Group booking experience would be an advantage
- .■An excellent telephone manner
- .■Be self-motivated and be able to take initiatives
- .■Be committed to the precise & thorough following of reservations systems & procedures
- .■Excellent planning, organizational and time management skills.
- .■Must be able to work long hours if needed
- .■Ability to work accurately under pressure