**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 HeadSkills 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**