



## JOB DESCRIPTION

**Job Title:** Reservations Manager

**Location:** Remote working\*

**Department:** Sales & Marketing

**Reports to:** Head of Sales

*\* We expect the position to spend one week a quarter (Monday to Friday) on the Reserve, subject to flight availability.*

At Tswalu, you become part of a dedicated team that is responsible for South Africa's largest privately protected conservation area. For over 25 years, Tswalu has been at the forefront of biodiversity preservation and environmental research in the southern Kalahari.

Your role as a custodian contributes to a collective effort that goes beyond individual achievements. Every action supports our mission to leave the world better than we found it, and together, we work toward goals that are much bigger than any one person. It is a privilege and a serious responsibility, rooted in our long-term vision focused on restoring and safeguarding wildlife habitats for future generations.

### Role Summary

This role is for a highly organized, service-oriented Reservations Manager to oversee and manage the booking process for our luxury safari camp. This pivotal role ensures seamless guest experiences from inquiry through to arrival, working closely with direct guests, travel partners, agents, and internal teams to maximize occupancy, revenue, and guest satisfaction.

### KEY RESPONSIBILITIES

#### Reservations & Guest Journey:

- Manage and supervise daily reservation operations across all camps on the reserve.
- Ensure accurate, efficient, and personalized handling of bookings, from initial inquiry to confirmation and pre-arrival preparation.
- Maintain a deep understanding of camp offerings, guest experiences, and conservation narratives to tailor guest communication.
- Liaise with field-based reserve teams to ensure readiness for guest arrivals and special requests.

#### Trade Relations & Sales Support:

- Nurture strong relationships with key travel trade partners (agents, DMCs, tour operators), providing them with real-time support, training, and insights.
- Ensure consistent communication on availability, promotions, and value-added offerings.

#### Revenue & Performance Management:

- Monitor occupancy trends, booking pace, and yield to support revenue optimisation.
- Generate reports and insights for forecasting, budget planning, and performance reviews.

#### System & Process Management:

- Oversee accurate data entry, payment tracking, and booking integrity in the reservations system (e.g., ResRequest).
- Ensure SOPs are followed, continuously reviewed, and improved to uphold Tswalu's standards.
- Coordinate with finance and hospitality teams for smooth pre-arrival coordination.

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DIRECTORS: DAT LAMB (BRITISH) | DN McFAYDEN | CL OPPENHEIMER | JEM OPPENHEIMER | NF OPPENHEIMER  
INCORPORATED IN THE REPUBLIC OF SOUTH AFRICA | COMPANY REG NO 1968/001382/07 | VAT REG 4020125912



### **Team Leadership**

- Lead and support reservations team members.
- Provide ongoing training, mentorship, and performance feedback.
- Foster a culture of excellence, empathy, and Tswalu values within the team.

### **QUALIFICATIONS**

- Minimum 3–5 years experience in reservations or front office within luxury hospitality or safari industry.
- In-depth understanding of Southern African travel, safari logistics, and luxury guest expectations.
- Strong leadership, team management, and mentoring skills.
- Proficient in reservation systems (e.g., Panstrat, NightsBridge, or similar).
- Strong communication skills, both verbal and written.
- Fluent in English; additional languages (French, German, etc.) an advantage.
- Excellent organizational skills, attention to detail, and ability to work under pressure.
- Passion for luxury travel, wildlife, and conservation.

### **PERSONAL CHARACTERISTICS**

- Unwavering integrity and professionalism.
- Strategic mindset with hands on operational approach.
- Strong service orientation and understanding of luxury guest expectations.
- Ability to thrive in a dynamic, high-performance environment.

### **WHAT WE OFFER**

- A dynamic leadership role in a vibrant and unique environment.
- Opportunity to work within one of South Africa's most respected conservation brands
- Competitive compensation and benefits package.
- A culture of innovation, collaboration, and hospitality excellence.
- Being part of a purpose-led organization focused on meaningful impact

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