



INTERNAL AND EXTERNAL ADVERTISING OF A VACANT POSITION

Suitably qualified candidates are invited to apply for the following vacancy:

POSITION: Reservations Agent

DEPARTMENT: Reservations

JOB GRADE: 3

Role Summary

As a Reservations Agent, you will be the first point of contact for guests, travel partners, and agents. Your role is pivotal in ensuring seamless, accurate, and personalized reservation processes, reflecting Tswalu's values. You will manage enquiries, build itineraries, and support guests through every stage of their journey from initial contact to arrival.

KEY RESPONSIBILITIES

- Handle all reservation enquiries via phone, email, and booking platforms with professionalism and warmth.
- Manage reservations from initial contact to confirmation, ensuring accurate data entry in the booking system.
- Build and maintain relationships with travel agents, tour operators, and direct guests.
- Coordinate with internal departments (front office, operations, sales, finance) to ensure smooth guest experiences.
- Upsell lodge experiences, private safari options, and air transfers to maximize guest value and revenue.
- Stay informed about seasonal packages, conservation initiatives, and operational updates.
- Manage booking amendments, cancellations, and special requests in a timely and courteous manner.
- Ensure reservation deposits, invoicing, and payment follow-ups align with Tswalu's financial policies.
- Support the Reservations Manager with reporting, audits, and database maintenance.

QUALIFICATIONS

- Minimum 2–3 years' experience in reservations, preferably within the luxury hospitality or safari industry.
- Proficiency in a reservations system (e.g., ResRequest, PANStrat, Opera, or similar).
- Excellent written and verbal communication skills in English; additional languages an advantage.
- Strong attention to detail, multitasking, and time management.
- A passion for African travel, conservation, and high-end guest service.
- Ability to work independently and collaboratively in a fast-paced environment.
- Sound understanding of the travel trade and global tourism market is advantageous.

PERSONAL CHARACTERISTICS

- Warm, engaging, and empathetic personality
- Solutions-oriented mindset with a calm, professional demeanor
- Ethical, discreet, and trustworthy with sensitive guest information

T. +27 53 781 9112 | **E.** info@tswalu.com | **W.** tswalu.com

Farm Korannaberg 296, Van Zylsrus, 8467, South Africa | P.O. Box 1081, Kuruman, 8460, South Africa

DIRECTORS: DAT LAMB (BRITISH) | DN McFAYDEN | CL OPPENHEIMER | JEM OPPENHEIMER | NF OPPENHEIMER
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- Willingness to go the extra mile to create extraordinary guest journeys
- Flexibility with working hours for peak periods and urgent bookings outside regular office hours.

PACKAGE

- Market related salary
- Single Accommodation
- Staff flights between Johannesburg and Cape Town

Suitably qualified candidates can send their CVs to opportunities@tswalu.com

Applications close on **02nd October 2026**

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