

## Reservations Manager

Southern Tanzania

### Key Responsibilities

#### **Reservations Management:**

- Take full ownership of the reservations process, treating it as a personal responsibility.
- Maintain a flawless reservations system with all required details accurately updated.
- Respond swiftly and professionally to calls, emails, and WhatsApp messages from tour operators and direct clients.
- Be available outside office hours when necessary to ensure top-tier responsiveness.
- Continuously improve reservations procedures to enhance the experience for guests and partners.

#### **Customer Service Excellence:**

- Professionally handle inquiries from both direct clients and travel agents.
- Remain calm and composed, even when dealing with demanding or difficult customers.
- Deliver service that reflects the standards of a highly professional and reputable safari company.
- Tour Operator Office Visits
- Engage with tour operators as necessary to foster strong partnerships and maintain excellent relationships.

#### **Strategy and Analysis:**

- Contribute to the development of strategies that improve the efficiency and profitability of the reservations system.
- Analyse trends, data, and feedback to continually optimise our reservations operations.

#### **Problem-Solving & Crisis Management:**

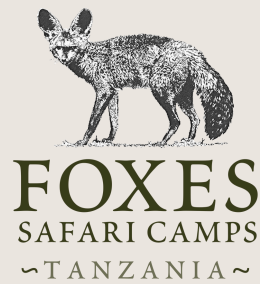
- Independently handle operational challenges with a level-headed and proactive approach.
- Respond swiftly to emergencies and high-pressure situations.

#### **Tour Operator Office Visits and Sales:**

- Engage with tour operators as necessary to foster strong partnerships and maintain excellent relationships.

#### **Invoicing:**

- Manage and ensure accurate invoicing for all bookings, working closely with the accounts team.
- Review and approve invoicing processes to ensure accuracy and efficiency.



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#### What We're Looking For

- **Highly Motivated & Independent** – Takes initiative and runs operations without needing supervision.
- **Strong Leadership & Authority** – Can enforce discipline while maintaining staff morale.
- **Excellent Communication Skills** – Professional, well-spoken, and articulate.
- **Customer Service Expertise** – Able to handle difficult clients with patience and professionalism.
- **Problem-Solving Mindset** – Thinks on their feet and resolves issues effectively.
- **Detail-Oriented & Organised** – Ensures every reservation is handled flawlessly.

#### Qualifications & Experience

- Experience in Tanzania, working with Tanzanian people.
- At least 6 years in a senior reservations or other hospitality position.
- At least 4 years in reservations management.
- Proven track record in managing remote teams or operations.
- Strong IT skills, particularly in reservation systems, email handling, and reporting tools.
- Previous experience dealing with international clients and tour operators is essential.

To apply, email your CV to [applications@safaricamps.info](mailto:applications@safaricamps.info)