



Job Description: Reservations Manager – Sambora Private Journeys

Position Summary

The Reservations Manager at Sambora Private Journeys is responsible for overseeing and managing all reservation functions of the company, including handling inbound enquiries, processing bookings for tours, and coordinating reservations for Sambora lodges. This role ensures the delivery of seamless, high-quality, and personalized booking experiences for clients while managing reservation systems, team performance, and maintaining exceptional accuracy in all booking processes. The Reservations Manager will play a pivotal role in maintaining service excellence and reservation efficiency, contributing to the company's continued growth and success.

Key Responsibilities

1. Inbound Enquiries and Reservations Management

- Handle and respond promptly to inbound enquiries for tours and lodge bookings, providing detailed and tailored information to clients.
- Manage the end-to-end reservation process, including confirmations, payments, and communication with clients.

2. Operational Planning and Execution

- Develop and implement operational strategies to optimize the end-to-end travel and lodge experience for clients.
- Coordinate pre-tour and on-tour activities, ensuring all logistics are handled effectively and on time.

3. Supplier and Partner Management

- Build and maintain strong relationships with service providers, ensuring high standards and competitive rates for tours and lodge services.
- Negotiate supplier agreements and monitor performance against service-level agreements (SLAs).

4. Team Leadership and Collaboration

- Manage and mentor the operations and reservations team, fostering a collaborative and high-performance work environment.
- Liaise with sales, marketing, and customer service teams to align operational goals with broader business objectives.

5. Budget and Resource Management



- Oversee budgeting and resource allocation for all operational activities.
- Monitor financial performance, ensuring adherence to budget constraints and achieving profitability targets.

6. **Compliance and Risk Management**

- Ensure all operations comply with legal, safety, and environmental regulations.
- Proactively identify and address risks that may impact operational efficiency or client satisfaction.

7. **Client Experience Enhancement**

- Monitor and improve the quality of services delivered to clients, including tours and lodge stays.
- Resolve any operational issues swiftly to maintain a high standard of customer satisfaction.

8. **Reporting and Performance Analysis**

- Prepare operational reports, analyze data, and recommend process improvements.
- Present insights to senior management to inform strategic decision-making.

Qualifications and Requirements

Essential Requirements

- **Minimum 5 years of experience** as a reservations agent or reservations manager in the travel, hospitality, or tourism industry
- **Proven track record as a top performer** with demonstrated ability to exceed targets and maintain exceptional quality standards
- **High-volume reservation management experience** with ability to handle significant booking volumes while maintaining accuracy
- Strong attention to detail and commitment to error-free work
- Excellent communication and customer service skills
- Proficiency in reservation management systems and booking platforms

Preferred Qualifications

- Experience in luxury travel or private tour operations
- Knowledge of African tourism markets and products
- Experience with lodge and accommodation bookings
- Certification in travel and tourism management



- Advanced proficiency in CRM and reservation software systems

Key Performance Indicators (KPIs)

1. Inbound Enquiries and Reservations

- Response time to client enquiries.
- Conversion rate of enquiries to confirmed bookings.
- Accuracy in reservation management (e.g., error-free bookings).

2. Operational Efficiency

- Percentage of on-time tour and activity execution.
- Reduction in operational cycle times (e.g., itinerary planning, confirmations).

3. Financial Performance

- Achievement of budget targets (profit margins, cost control).
- Accuracy in forecast vs. actual costs of tours and services.

4. Client Satisfaction

- Net Promoter Score (NPS) or Customer Satisfaction Scores.
- Percentage of repeat clients and referrals.

5. Supplier and Partner Performance

- Supplier adherence to SLAs (e.g., punctuality, quality).
- Reduction in supplier-related complaints or service issues.

6. Team Performance

- Staff productivity and adherence to operational workflows.
- Training completion rates and employee satisfaction scores.

7. Compliance Rates

- Percentage of adherence to industry regulations and internal policies.
- Number of risk incidents or operational delays.

This role is integral to the success of Sambora Private Journeys, ensuring that the company continues to deliver exceptional travel experiences and lodge stays that exceed client expectations while achieving operational excellence.

Sambora