



# ROYAL

# MARLOTHI

## KRUGER SAFARI LODGE & SPA

## WE'RE HIRING

A luxury Royal Marlothi Kruger Safari Lodge and Spa is looking for a:

## Receptionist/ Reservationist

### Key Responsibilities:

- As the first point of contact, you will be responsible for welcoming and handling guest enquiries, managing check-ins/check-outs and reservations.
- To manage and coordinate the smooth functioning of administration of the Lodge ( receiving and answering the phone, administer email, and walk-in reservations, and accurate capturing of data in the system as well as accurate billing records.
- To liaise with all departmental supervisors to ensure timeous and continuous dissemination of information to all internal stakeholders.
- To be able resolve guest issues or complaints in a professional and timely manner.

### Requirements:

- Must have knowledge and a minimum of 2-3 years experience working in a Receptionist/Reservationist position or a similar role.
- Must have great communication and interpersonal skills.
- Must have strong administration skills and excellent organisational skills.
- Must be a team player and work well with people.
- Must have excellent attention to detail and be able to take initiative.
- Must be passionate about guest satisfaction.
- Must be a friendly, well presented and professional individual.
- Must have the ability to multitask and meet deadlines.

### Qualifications:

- Post high school qualification in tourism and hospitality management.
- Proficiency with hotel property management software (PMS) (e.g., NightsBridge and Innkeeper).
- Management of all Online Travel Agencies (OTA).
- Computer Literate and familiar with use of emails.
- A driver's Licence will be an added advantage.
- Flexibility to work shifts, including weekends, holidays, and evenings.



Send your applications to:

[res@royale-marlothi.co.za](mailto:res@royale-marlothi.co.za)

**APPLY NOW**

**Closing Date: 15 March 2026**