

## **Reservations Officer**

### **Planet Lodges**

#### **Arusha**

Planet Lodges are curated eco-lodges in Arusha, perfectly located for exploring the city's many attractions

Job Title: **Reservations Officer.**

Location: Arusha, Tanzania

About Us: Planet Lodges is hiring new talent for multiple openings at our brand-new SPA and existing properties. We are seeking passionate, experienced professionals to join our team. Get ready for an exciting career with a company that values customer satisfaction and employee growth.

#### **Job Summary:**

As a Reservations officer, you will be pivotal in managing bookings and inquiries, ensuring a smooth reservation experience for all agents, tour operators and direct guests.

#### **Key Responsibilities:**

Receive and process all booking requests from all booking channels.

Quoting and preparing itineraries.

Ensure full payment of bookings is made in line with the booking terms and conditions.

Engage, discuss, and provide solutions to agents based on their requirements.

Process and issue detailed booking documentation to agents as required.

Ensure that records are properly kept and archived per company policy.

Make follow-ups for provisional bookings and outstanding payments.

Promptly confirm bookings, subject to available rooms and within defined booking policies.

Process all reservation inquiries, ensuring all the time that the best solution is provided to the agents.

Collect, update, and communicate/share all the necessary details concerning guest arrivals to the lodges daily.

Respond immediately and accurately to any lodge or accounts queries about guest details.

Prepare any reports as may be required from time to time.

Issue accurate invoices and reservation summaries to agents.

Arrange all processed vouchers/documents and ensure that they are carefully & and correctly archived daily.

#### **Qualifications:**

Education: A diploma or certificate in hospitality, tourism, business administration, or a related field is often sufficient

Proven experience in a hotel reservations or front desk role, ideally 2-4 years in a similar capacity.

Problem-solving abilities to manage last-minute changes, cancellations, and booking issues.

Strong communication skills (verbal and written) to interact with guests, staff, and other departments.

Proficiency in reservation software and excellent computer skills; Knowledge of ResRequest System a plus.

### **Benefits:**

Competitive salary and benefits package.

Opportunity to work with leading and growing brands in the Tanzanian tourism industry.

Collaborative and supportive work environment.

Potential for professional growth and development with access to world class training and workshops.

### **How to Apply**

Please submit your CV and a cover letter outlining your relevant experience and passion for the role to **[careers@Planet-Lodges.com](mailto:careers@Planet-Lodges.com)**

Application Deadline: Saturday June 14th 2025.

Note: Only shortlisted candidates will be contacted for interview