



VACANCY: Booking & Reservations Officer

Reporting: Financial Manager

Location: Swakopmund Head Office, Namibia

Company: Gecko Namibia Holdings (Pty) Ltd

Gecko Namibia Holdings (Pty) Ltd is seeking a professional and customer-focused **Booking & Reservations Officer** to join its team at the Swakopmund Head Office. This role plays a critical part in ensuring seamless guest experiences by managing all accommodation, activity, and service bookings efficiently and accurately. The successful candidate will be responsible for handling reservations, coordinating with lodge operations, and delivering exceptional customer service from initial enquiry through to guest departure.

About the Role

The Booking & Reservations Officer is responsible for managing reservations across multiple platforms, ensuring accurate booking processing, effective guest communication, and coordination with internal departments. This role requires strong administrative capabilities, attention to detail, and the ability to manage multiple bookings while maintaining a high level of professionalism and customer satisfaction.

Key Responsibilities

Reservations & Booking Management

- Handle all reservation enquiries via **email, telephone, online platforms, and travel agents**.
- Process bookings accurately and update **availability in reservation systems**.
- Confirm reservations, issue invoices, and follow up on payments.
- Maintain accurate **guest records and booking documentation**.
- Manage booking **cancellations, amendments, and special requests**.

Customer Service & Guest Communication

- Provide clear and accurate information on **rates, packages, lodge facilities, and activities**.
- Respond to guest enquiries **promptly and professionally**.
- Assist guests with **itinerary planning, transfers, and activity bookings**.
- Build strong relationships with guests to ensure a **positive customer experience**.

Coordination with Operations

- Communicate **daily arrivals, departures, guest preferences, and special requests** to lodge teams.

Administration & Reporting

- Prepare **booking reports, occupancy forecasts, and revenue summaries**.
- Maintain proper **filing and documentation systems**.
- Ensure accurate billing and **reconciliation of bookings with accounts**.

Sales & Upselling

- Promote **packages, upgrades, and additional services**.
- Support marketing and sales initiatives and campaigns.

Online Platforms & Travel Agents

- Manage bookings via **online travel agencies (OTAs)** such as Booking.com, Expedia, and TripAdvisor.
- Ensure accurate **rate loading, availability, and content updates**.
- Liaise with **travel agents, tour operators, and partners**.

Job Specifications

- **Grade 12 (Matric)**.
 - Diploma or certificate in **Hospitality, Tourism, or Reservations** will be an advantage.
 - Minimum of **3–5 years' experience in reservations or front office operations**, preferably within the **lodge, hotel, or tourism industry**.
 - Experience with reservation systems such as **Semper, NightsBridge, Opera, Res Request, or RoomRaccoon** will be highly advantageous.
 - Strong **administrative and data capture accuracy**.
 - Good understanding of **tourism operations and booking processes**.
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Skills & Competencies

Technical Skills

- Proficiency in **reservation systems and digital booking platforms**.
- Strong **administrative and reporting skills**.
- Ability to interpret **rates, availability, and booking rules**.

Behavioral Competencies

- Excellent **communication and customer service skills**.
 - Strong **organisational and time management abilities**.
 - High level of **attention to detail and accuracy**.
 - Strong **problem-solving and conflict-resolution skills**.
 - Ability to **work under pressure and manage multiple bookings simultaneously**.
 - Ability to handle **confidential information with discretion**.
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Remuneration

A **competitive remuneration package** will be offered in line with qualifications, skills, and experience.

How to Apply

If you meet the above requirements and are interested in this opportunity, please submit:

- A detailed CV
- Certified copies of qualifications
- A cover letter

Applications must be submitted via:

www.jobopportunities.net

Only shortlisted candidates will be contacted.

Closing Date

19 April 2026

Equal Opportunity Statement

Gecko Namibia Holdings (Pty) Ltd is an equal opportunity employer. Applicants from designated affirmative action groups are encouraged to apply.