



ABOUT ASILIA

Asilia Africa is one of East Africa’s long-standing safari companies. Meaning ‘genuine’ or ‘authentic’ in Swahili, we’ve built a reputation for incredible safari experiences and our unwavering commitment to empowering both people and nature alike in the region. Founded in 2004, Asilia has a leading presence in the main safari destinations in Tanzania and Kenya as well as a driving role in several pioneering projects. Asilia’s goal is to turn crucial and fragile natural habitats into lasting conservation economies, benefitting both the environment and local communities. At present, the company owns and operates 18 lodges and camps as well as a ground handling operation. Asilia is the first sustainable safari/lodge company in Africa to receive a 5-star rating for sustainability from GIIIRS, was recognized as one of the “Best Companies for the World” in 2013 and was awarded the 2014 Tourism for Tomorrow Business Award.

WHAT WE BELIEVE IN

We believe that world-class travel can go hand in hand with improving livelihoods and conservation of nature. Our luxury camps and lodges are in some of the most special places on earth. Places we want to safeguard for the future. We strive to transform whole areas, from crucial fragile natural habitats with often impoverished communities into lasting conservation economies; effectively protecting wildlife whilst providing opportunities for local people to prosper. Whichever department you work in, your efforts will be crucial in achieving our conservation goal.

POSITION:

Guest Services Consultant

LOCATION:

Cape Town, South Africa

REPORTS TO:

Group Sales Manager

POSITION OVERVIEW

This position is responsible for the various services to our guests and guest interfacing platforms and ensuring service excellence concerning guests.

RESPONSIBILITIES AND DUTIES – GUEST SERVICES

- Provide a broad level of support for the commercial team and wider organization where it concerns services to our guests and ensuring service excellence concerning guests
- Monitoring and handling of guest interaction channels:
 - Live Chat
 - ✓ Responding to queries about the Asilia product
 - ✓ Identifying potential leads and developing them into enquiries
 - Lead distribution in partnership with Regional Market Managers & Retail Sales
 - ✓ Monitoring the leads received via the Asilia website, distributing them to lead sharing agents and the Asilia direct sales team, updating Knack and tracking monthly lead distribution per agent
 - Link to growth & marketing department
 - ✓ Input on and understanding of campaigns and their output to understand and promote guest engagement
 - Monitoring of GuestRevu
 - ✓ Identifying potential opportunities to encourage clients to post positive reviews on TripAdvisor
 - ✓ Escalate positive reviews if appropriate
 - ✓ Escalate negative reviews for appropriate action
 - Monitoring of TripAdvisor
 - ✓ Responding to all reviews
 - ✓ Ensure appropriate action for negative reviews in partnership with relevant departments
- Provide a link to the Product Department to drive the guest experience in the 3rd party supplier product space
- Point of contact for operations for situations on the ground that impact guests. Guest Services support and coordinate as necessary during times of crisis/incidents to ensure a smooth distribution channel
- Enhance guest experience through additional checks on last minute bookings, VIP treatment on safaris for certain agents, special touches to bookings in resort, concierge type service, post-travel requests from clients, contact through newsletters as necessary and possible
- Coordinate complaints & compliments from individual safaris including monitoring these in the relevant system, gathering detail from internal & external stakeholders and assist to create a sensible, cost-conscious, and guest focussed action plan for satisfactory resolution
- Strive for excellence in guest services including improvement on quality & service through reporting on number of files handled, incidents & codes resolved, negative reviews handled, live chat scoring as well as any further relevant targets/objectives set out
- Manage ad hoc requests and projects as required for confirmed safaris to limit agent and guest exposure as well as limit sales disruption and create a sensible action plan for satisfactory handling

RESPONSIBILITIES AND DUTIES – LOYAL AGENTS

- Identify Loyal Agent safaris due to travel monthly for pre-travel checks to gather additional information from agents and pass it on to camps, safari ops and 3rd party suppliers
- Make discretionary decisions or suggestions on special touches & value adds for safaris, seek opportunities to delight as well as upsell
- In-trip feedback and reporting 'live' to agents during their trip
- Coordinate on-the-ground issues and alert relevant colleagues of anything that is a threat
- Priority problem-solving at any stage, whether pre/during/post travel to resolve issues swiftly
- Responsible go-to person for Loyal Agents
- Alert Loyal Agents of public holidays in SA/KE/TZ
- Ensure Loyal Agents have up-to-date contact information for Asilia offices, after-hours phones, and operations
- Ensure Asilia offices have up-to-date contact information for Loyal Agents offices and after-hours phones

RESPONSIBILITIES AND DUTIES – GENERAL

- Build and maintain good relationships with both internal and external stakeholders to facilitate the smooth running of the sales process
- Report any errors or issues to your line manager immediately on discovery
- Provide proactive support to colleagues in peak or leave times should capacity allow
- Proactive approach towards your personal and departmental objectives and working together with management to ensure we reach these targets
- Following and adhering to all procedures as set out in the operating manuals
- Attending all training that is offered and proactively growing your knowledge of the company, our products (as well as that of 3rd Party suppliers) and the countries in which we operate
- Use systems to their maximum potential and play an active role in helping to improve where possible
- Awareness of ways in which we can increase sales and play an active role in increasing the performance of the unit
- Encourage inter-department co-operation
- Any other duties as required including possible project work

REQUIREMENTS AND QUALIFICATIONS

- Minimum 10 years experience in the broader industry sector (hospitality & tourism)
- Previous management experience advantageous
- Experience, good understanding and knowledge of the safari tourism environment
- Experience and good knowledge of travel & reservation systems
- Excellent communication skills
- Responsible go-to person
- Proactive mindset and can-do attitude
- Ability and willingness to lead by example
- Ability to organize, motivate and encourage a team
- Sharp commercial awareness and ability to find commercial solutions to problems
- Ability to take on board and disseminate constructive feedback from external and internal sources
- Strong administration and organizational skills with great attention to detail
- The ability to work well under pressure
- A service delivery mindset and a strong customer service focus
- Experience in handling difficult situations
- Experience in delivering results in a performance-oriented and fast-paced sales environment
- Experience in and willingness to handle issues outside of office hours when required
- Ability to work independently as well as within a broader team setup
- Eager to learn and develop a learning culture with active participation from individuals

REQUIRED WORK PRACTICES

- Across all interactions, promote the image of the sales team as a best-in-class externally with our clients and internally with our key stakeholders.
- As a key point of contact and the face of Asilia, upholding and contributing to the reputation of the company as a leading safari operator.
- The Asilia values are company values that play a significant role in how we define ourselves and set ourselves apart. We place a high value on living these values in everyday work practices. These values are genuine, inspired to do good, caring family spirit, teamwork, dedicated to service, consistent quality and going the extra mile
- When staff events happen within working hours it will be compulsory to attend
- Attend all Training & Development programs as required.

CONDITIONS AND WORKING HOURS

- This is a full-time position, based in the Cape Town office. The working hours are determined depending on the team setup and business requirements but are generally between 08h00 – 17h00 or 09h00 – 18h00. We operate a flexible working environment, details of this are as per your offer of employment and the work-from-home guidance document. This policy is reviewed on an ongoing basis along with business needs and any changes will be communicated with as much advance notice as possible. The work-from-home guidance document which forms part of our HR Policy pack available is at the time of offer.
- Overtime may be required during peak periods, for which you may be compensated with time off in lieu.
- You may be required to travel for work from time to time.

SIGNED PLACE

DATE

FOR ASILIA

NAME

SIGNED PLACE

DATE

FOR EMPLOYEE

NAME