



About Asilia

Founded in 2004, Asilia has a leading presence in the main safari destinations in Tanzania and Kenya as well as a driving role in a number of pioneering projects. Asilia's ultimate goal is to turn crucial and fragile natural habitats into lasting conservation economies, benefiting both the environment and local communities. At present the company owns and operates 20 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 GIIRS, 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: Sales Consultant

Location Cape Town

Position Overview: This position is responsible for sales within the Asilia Direct and Retail Sales Department

Reports to: Retail Sales Manager

Skills & Experience Required

- Interest in the safari industry
- Retail and Direct Sales Experience
- Skilled in designing detailed and individualized quotes for itinerary requests
- Excellent sales & customer service skills and the ability to upsell
- Excellent communication skills, a service delivery mind set and a strong customer service focus
- Target orientated, and experience of delivering results in a performance oriented and fast paced sales environment
- Ability to find commercial solutions to problems
- Strong administration and organizational skills with great attention to detail with desire for continuous improvement
- The ability to work well under pressure

Asilia Lodges and Camps (PTY) LTD

Suite 3 , First Floor, Waterview Park 3, Waterview Close , Century City 7441 T: +27 21 418 0468 F: +27 21 418 0469
info@asiliaafrica.com www.asiliaafrica.com Company Reg: 2011/004972/07 VAT no: 4420 261 234

Directors: BJ Hochstenbach, JA Harderwijk & G Beaton



GENUINE SAFARIS | GENUINE DIFFERENCE

- Proactive mindset and can-do attitude
- Experience in handling difficult situations (e.g. complaints, last minute requests, changes whilst travelling)
- 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
- Energetic and eager to learn

Skills & Experience Advantage

- Experience in, and knowledge of East Africa Safari sales (Kenya & Tanzania)
- Strong sales & customer service skills developed from an online travel background
- Knowledge of Sales Systems such as Travelogic & Res Request
- Knowledge of online travel platforms for Direct Sales

Responsibilities and duties

- Handling of safari requests on behalf of Asilia Africa via the Asilia Africa website, corporate partners, retail agents, referrals and online booking platforms
- Inspire potential clients with first-hand knowledge of East African properties and destinations by proactively engaging with client requests including suggestions on itinerary design, routing, logistics, alternatives, upselling, offering additional information as needed
- Compile attractive costings and tailor-made itineraries that complement individual client expectations and budgets
- Effectively actioning the travel booking process at all levels by following booking procedures set out in the operating manuals when booking all properties, vehicles and activities that make up the safari
- Assisting Agent Sales Teams with overflow bookings
- On confirmation complete the safari file with all the information required
- Ensure that Asilia properties are promoted and displayed as best and accurately as possible on all direct sites
- Assist in maintaining the client database

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- Build and maintain good relationships with both internal and external stakeholders to facilitate the smooth running of the sales process
- Provide ongoing client support before, during and after travel
- Follow up with clients after a safari for any feedback
- Report any errors or issues to your line manager immediately on discovery
- Provide proactive support to colleagues in peak or leave times
- Proactive approach towards your personal and departmental target and working together with management to ensure we reach these targets
- Following and adhering to all sales procedures as set out in the operating manuals when booking all properties, vehicles and activities that make up the safari
- 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
- Always look for ways to increase sales from your accounts and play an active role in increasing the performance of the sales office

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 an important role in how we define ourselves, and set ourselves apart. We place high value on living these values in every day work practices. These values are genuine, honesty, quality, commitment and care.
- When staff events happen within working hours it will be compulsory to attend
- Attend all training and development programs as required

Conditions and hours of work

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- You will be required to work in the Cape Town office from Monday – Friday. You are required to work 9 hours per day including an hour lunch break. The working hours are 08h00 – 17h00 with some flexibility.
- You will be required to be available afterhours and on weekends (i.e. on standby occasionally) as and when needed. This includes checking online booking platforms for possible last-minute arrivals / bookings (on a rotational basis within the team).
- You will be required to work alternative South African public holidays, for which you may be compensated with time off in lieu.
- Overtime may be required during peak periods, for which you may be compensated with time off in lieu.
- We operate a 24/7 emergency phone that rotates between consultants for which you take full responsibility according to a roster for 1 week at a time. Overtime may be required during peak periods.
- You will be required to travel for work from time to time

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