



**NOTES**

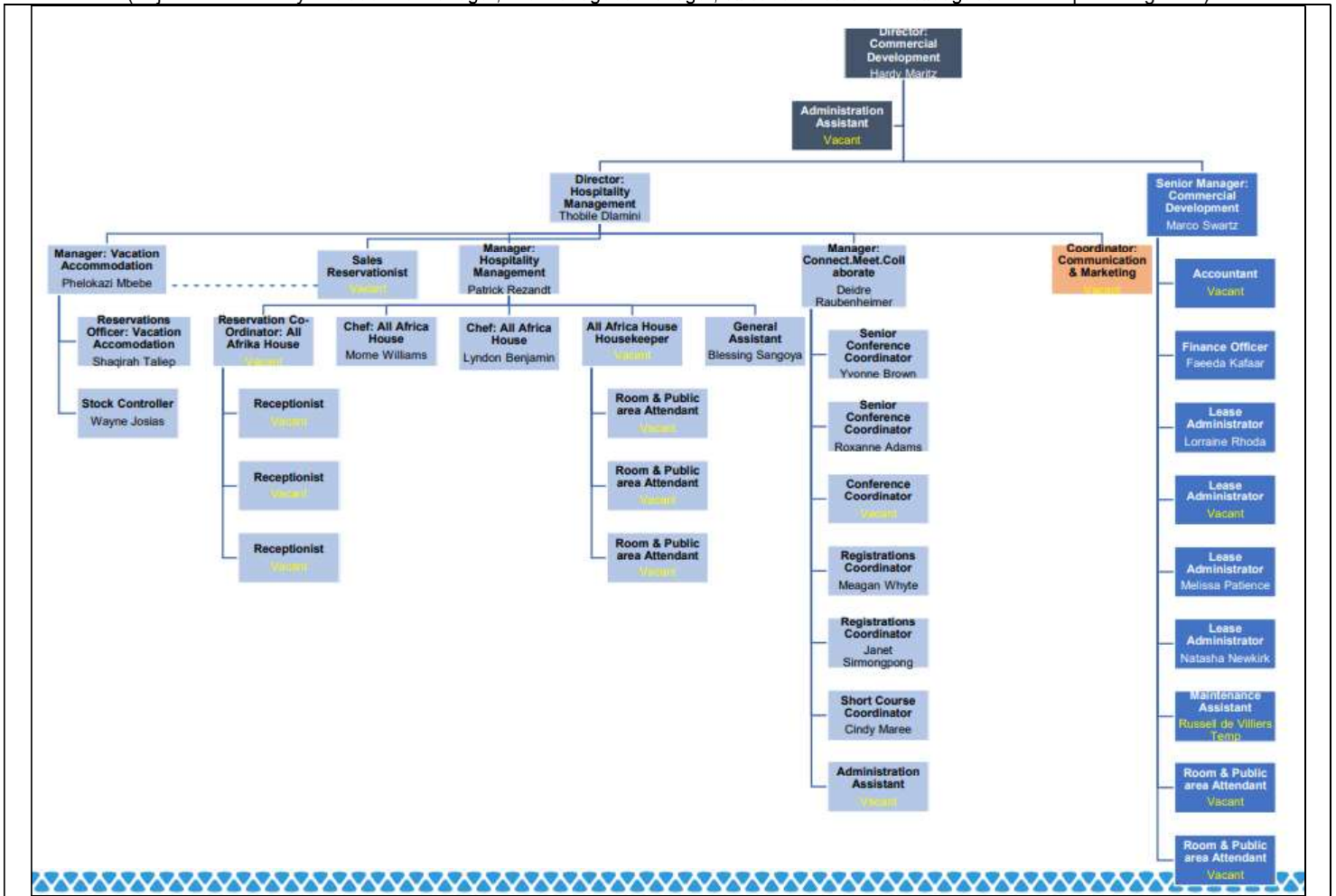
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

**POSITION DETAILS**

Position title	Reservations Co-Ordinator: All Africa House		
Job title (HR Business Partner to provide)			
Position grade (if known)		Date last graded (if known)	
Academic faculty / PASS department	Finance		
Academic department / PASS unit	Comdev		
Division / section	Hospitality		
Date of compilation	September 23		

**ORGANOGRAM**

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



## PURPOSE

The main purpose of this position is to manage the front office department. Which will include undertaking all bookings, reception functions, managing the front desk staff, and perform other duties as required by management. To maximize the revenue generated through the sale of rooms by ensuring that the rates are managed according to occupancy. Complete various aspects of front office administration as requested. To ensure that a courteous and efficient service is provided to guests and suppliers in line with the University's vision, values and philosophy.

**CONTENT**

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g. General and office administration	25%	<p>Takes, types up and distributes minutes and agendas for monthly departmental meeting.</p> <p>Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.</p>	<p>All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting.</p> <p>Visitors are directed to appropriate staff member in a professional and efficient manner.</p>
1 Operations Management	20%	<ul style="list-style-type: none"> <li>• Prepare the daily arrival and departure lists.</li> <li>• Submit daily arrival list to House Keeping.</li> <li>• Preparation of the keys, access control and parking discs.</li> <li>• Update and ensure completeness of guest registration cards.</li> <li>• Print the meal list for guests eligible for breakfast.</li> <li>• Liaises with AAH F&amp;B regarding catering requirements.</li> <li>• Oversee and processing records and flow of linen and stock in the absence of management.</li> <li>• Arrange meetings with group organizers and individuals to discuss specific requirements for their booking in consultation with Management.</li> <li>• Manage and communicate conference requirements to appropriate role players.</li> <li>• Physical Stock count of stationery and other operating equipment/consumables pertaining to reception.</li> <li>• Liaise with service providers regarding orders.</li> <li>• Report discrepancies regarding stock.</li> <li>• Obtain quotations from various service providers regarding stock acquisitions.</li> <li>• Preparation of MM010 forms for signature.</li> <li>• Ensure compliance with legislative Health and Safety requirements.</li> <li>• Compilation of guest evaluation surveys for Management's oversight, attention and action.</li> <li>• The incumbent may be required to work in any other division of hospitality within commercial development.</li> <li>• As per hospitality industry norms, this position requires one to work shift work including public holidays, weekends and periods where the University may be closed for academic purposes</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all operational tasks are conducted to the required standard to ensure compliance with UCT standard operating financial policies and procedures.</li> <li>• Ensure that information is updated regularly and is accurate and relevant.</li> <li>• Ensure that bookings are correctly recorded and that guests have a good experience.</li> <li>• Ensure that correct stock levels are maintained.</li> <li>• Ensure that all documentation and correspondence is processed, stored, and archived effectively.</li> <li>• Ensure relevant information is obtained from suppliers/service providers.</li> <li>• Ensure that meals are only provided to eligible guests.</li> <li>• Ensure that all legislative Health and Safety requirements are always adhered to.</li> </ul>

2	Bookings and Administration	40%	<ul style="list-style-type: none"> <li>Attend to bookings enquiries pertaining to accommodation and conferencing on various platforms.</li> <li>Manage e-mail inboxes with swift turnaround time to enquiries.</li> <li>Ensure that all bookings are guaranteed (by virtue of payment: EFT/Journal transfers) prior to arrival.</li> <li>Carefully manage accommodation availability and allocations based on individual requirements of guests.</li> <li>Releasing rooms at 16:00 daily to apply the best available rate.</li> <li>Capture bookings on Hotelier Booking System.</li> <li>Issue relevant documentation (letter of confirmation, payment details, etc.)</li> <li>Follow up on non-payments for bookings and overdue accounts.</li> <li>Administer payments (deposit/full payment: EFT/Journal transfers).</li> <li>Raising the relevant charges to complete the bill preparation of guests.</li> <li>Submit cancelled bookings to Management.</li> <li>Complete, balance and submit relevant documentation for the shift banking.</li> <li>Set up reminder for payment details.</li> <li>Administer payment for remaining balance.</li> <li>Payments made by Journal Transfers may not be billed without approval and must be followed up on a daily basis.</li> <li>Attend to changes/amendments in bookings.</li> <li>Print final statement reflecting zero balance and send to guests.</li> <li>Processing of refunds by completing relevant documentation including letter stating reasons for refund, statement etc. Submit to Management to scrutinize and sign before submitting to Finance Dept.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the UCT brand is always maintained to ensure consistency and continuity.</li> <li>Ensure accurate completion signing and return of booking forms with required supporting documentation by guests.</li> <li>Ensuring signing and return of confirmation letter.</li> <li>Relevant documents for deposit capturing are completed accurately.</li> <li>Bill preparation is done timeously and accurately.</li> <li>Booking changes with relevant written communication from guests are done accurately and timeously.</li> <li>Daily booking process is done accurately and timeously.</li> <li>Ensure that all 16:00 release bookings are managed according to UCT financial standard operating policies and procedures.</li> </ul>
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3	Reception and General Administrative Duties	20%	<ul style="list-style-type: none"> <li>To undertake all reception functions and other duties as required by Management.</li> <li>Greeting and Welcoming guests.</li> <li>Singing in Guests.</li> <li>Singing out of Guests.</li> <li>Attend to Guests accommodation and other requirements.</li> <li>Attend to telephonic and walk-in enquiries.</li> <li>Manage the movement of guests into the House.</li> <li>Due to the nature of the operation, this position incumbents are required to work shifts, weekends and public holidays.</li> <li>Over and above the duties listed in this Job Description this position may require the incumbent to perform duties deemed as reasonable from time to time based on operational needs.</li> <li>Receive and sort service provider's invoices and delivery notes.</li> <li>Direct calls and visitors to guests.</li> <li>Handle calls from Manager from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>To ensure that a courteous and efficient service is provided to guests and suppliers in accordance with UCT's vision, values, and culture.</li> <li>Ensure visitors and calls are referred correctly.</li> <li>Adequately service the division.</li> <li>To create greater synergy in the Commercial Development Department.</li> <li>Ensure accuracy and relevance.</li> <li>Ensure that all documentation and correspondence are processed, stored and archived in line with UCT standard operating procedures.</li> </ul>
4	Human Resource Management	20%	<ul style="list-style-type: none"> <li>To provide regular and ongoing training and feedback to the front office team. To ensure that all front desk staff are trained on the standard operating procedures and university policies.</li> <li>Ensure that the front desk is adequately staffed in line with relevant legislation (occupational health and best labour practices) and hotel requirements.</li> <li>Responsible for the induction and full orientation of newly appointed staff.</li> <li>Assume responsibility for the capturing of overtime forms and timeous submission to management.</li> <li>To handle any misconducts and potential disciplinary matters.</li> </ul>	<ul style="list-style-type: none"> <li>To ensure that the standard operating procedures are consistently adhered to.</li> <li>To ensure compliance with UCT HR policies and procedures.</li> <li>To foster an engaged workforce with empowered staff.</li> </ul>

### MINIMUM REQUIREMENTS

Minimum qualifications	An NQF level 5 qualification in Hospitality Management			
Minimum experience (type and years)	At least five (5) years recent and relevant hospitality experience of which one (1) year should be in a management role at the level sought for this post.			
Skills	<ul style="list-style-type: none"> <li>• Computer literacy (MS Word; MS Excel. MS Outlook)</li> <li>• Time management</li> <li>• Detail oriented</li> <li>• Good communication and interpersonal skills</li> <li>• General Knowledge</li> <li>• Excellent and relevant Team player.</li> <li>• To be adaptable/flexible due to high pressurized operation.</li> <li>• Be in possession of Valid driver's license.</li> <li>• Leadership skills</li> <li>• Innovative and creative</li> </ul>			
Knowledge	<p>The following would be advantageous:</p> <ul style="list-style-type: none"> <li>• Knowledge of any booking system especially in the hospitality industry.</li> <li>• Knowledge of the hotel industry.</li> <li>• Knowledge of UCT policies and procedures.</li> </ul>			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	<ul style="list-style-type: none"> <li>• Honesty and Integrity in handling finances.</li> <li>• Conflict management.</li> <li>• Professional.</li> </ul>			
Competencies (Refer to <a href="#">UCT Competency Framework</a> )	Competence	Level	Competence	Level
	Accuracy and attention to detail.	2	Time Management	2
	Decision making abilities	2	Adaptability/Flexibility	2
	Communication skills (written and verbal) and interpersonal skills.	2	Computer Literacy	2
	Planning and Organizing	2	University Awareness	2
	Quality Commitment	3	Persuasiveness and Sales ability	3

### SCOPE OF RESPONSIBILITY

Functions responsible for	<ul style="list-style-type: none"> <li>• As specified in the position description under Key Performance Areas.</li> </ul>
Amount and kind of supervision received	<ul style="list-style-type: none"> <li>• This post will report to the Hospitality Manager: Commercial Development who will provide guidance and training</li> </ul>
Amount and kind of supervision exercised	<ul style="list-style-type: none"> <li>• This position has direct reports.</li> </ul>
Decisions which can be made	<ul style="list-style-type: none"> <li>• Decisions that arise during the day-to-day execution of their assigned responsibilities.</li> </ul>
Decisions which must be referred	<ul style="list-style-type: none"> <li>• Potential risk to the university.</li> <li>• All decisions not directly related to the roles and responsibilities as assigned.</li> </ul>

### CONTACTS AND RELATIONSHIPS

Internal to UCT	Hospitality Director, Hospitality Manager, Booking Officers: All Africa House, Maintenance Assistant, General Assistant, Bartender, Stock Controller
External to UCT	Guests, vendors, suppliers.

### AGREED BY