



WIP INVESTMENTS FORTY (PTY) LTD VINCENT MABUYAKHULU CONFERENCE CENTRE	
155 Lillian Ngoyi Street Cnr Gerard Sekoto Newtown, Johannesburg 2001	P O BOX 260483 EXCOM 2001
Tel: (011) 689 1700	
niskalas@numsa.org.za	

WIP CONFERENCE CENTRE CAREERS

Advertisement Category	Internal/External
Status of Advertisement	Replacement
Status of Vacancy	Permanent
Location of Vacancy	Mabuyakhulu Conference Centre
Date of Advertisement	25th January 2019

WIP Investments Forty (Pty) Ltd invites suitable qualified candidates to apply for the following position at its Conference Centre in Newtown Johannesburg,

Receptionist / Reservations Agent

Purpose of Position:

To represent the conference centre throughout all stages of a guest's conference and/or accommodation stay. To welcome guests upon arrival at the Centre and set the tone for the environment in a professional and hospitable manner.

Requirements:

- Grade 12/Matric or equivalent qualification;
- Minimum 2-3 years relevant working experience in the hospitality industry
- Knowledge of Frontline office administration
- Knowledge of Reservations / Bookings administration
- Ability to work under pressure and irregular hours;

Core Competencies:

- Excellent verbal and written communication skills.
- Proactiveness and proper planning skills
- Strong interpersonal skills
- Ability to exercise patience and calmness on stressful situations.
- Good organisational ability and to be detail orientated
- Customer-care skills with a teachable attitude
- Ability to work alone and within a group;

Responsibilities:

- Accommodate special requests whenever possible upon approval.
- Assist in pre-registration and allocation of rooms for reservations.
- Know room locations, Room Types available, and room rates on a daily basis.
- Know conference room locations, Conference Room Types/capacity available, conference packages/venue rate and menu pricing.
- Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Coordinate room status updates with the housekeeping department by notification.
- Ensure Housekeeping is updated on all Arriving / Early Arriving and Departing / Late Departing guests and In-house guests
- Capture same day reservations and future reservations.



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- Prepare Quotations for enquiry individuals and organizations for events and / or accommodation requests.
- Prepare Pro-forma invoices for confirming quotations for events and / or accommodation.
- Ensure that one filling system is followed by all front office staff.
- Prepare daily reports i.e. Departures, In-house guests and Arrivals.
- Maintain / update weekly & monthly reports i.e. Events Summary, Function Sheets; Cancelled bookings, future bookings, Cancellations, current and passed booking.
- File room keys and know how to use front office equipment.
- Perform cashier related functions i.e. posting charges to guest accounts, raising paid out's, currency exchange etc.
- Follow proper telephone etiquette.
- Follow proper mail, package, and message handling procedures.
- Must be aware of daily activities and meetings taking place in the hotel.
- Attend departmental meetings.
- Reports any unusual occurrences or requests to the manager or assistant manager.
- Knowledge of all safety and emergency procedures and be aware of accident prevention policies.
- Be knowledgeable on 'things to do in the area' for guests
- Be Knowledgeable on events taking place in the area
- Maintains the cleanliness and neatness of the front desk area.
- Understand that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts.
- Assist other departments wherever necessary and maintain good working relationships.

Closing date for applications: 13th February 2019

Applications may be submitted to Human Resources at:

NUMSA Head Office, 153 Lillian Ngoyi, Cnr Gerard Sekoto OR P O Box 260483, Excom, 2001
Newtown, Johannesburg, 2001 Email: niskalas@numsa.org.za

Note to Applicants:



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WIP Investments Forty (Pty) Ltd reserves the right not to make the appointment;
The interview process is guided by the principles and objectives of Employment Equity legislation;
Only shortlisted candidates shall be invited for an interview;
Shortlisted candidates shall be subjected to a competency/skills assessment;
Consider your application unsuccessful if you are not contacted within 14 days of the closing date;
Applications from persons with disabilities are welcome;