



EMERALD
TSOGO SUN

ENTERTAIN. IT'S WHAT WE DO.

TSOGO SUN PROUDLY SUPPORTS THE NATIONAL RESPONSIBLE GAMBLING PROGRAMME. WINNERS KNOW WHEN TO STOP. ONLY PERSONS 18 YEARS AND OLDER ARE PERMITTED TO GAMBLE. NATIONAL PROBLEM GAMBLING COUNSELLING TOLL-FREE HELPLINE 0800 006 008.

R33: RESERVATIONS CLERK

Emerald Resort & Casino

(Vanderbijlpark, Gauteng)

Tsogo Sun welcomes job applications from passionate and hard-working team players who want to be part of our ever growing family. We value our employees and provide them with the means to grow within the company, opening many doors in the process. If this is an offer that excites you, send in your application and you could be the newest addition to our family.

Our successful Hotel Reservations Agents / Clerks ...

- accurately **capture data** and **maintain guest profiles** in the Opera System (PMS)
- **maximise sales and marketing opportunities** within the hotel's policies, procedures and standards
- manage **room inventory** with diligent adherence to checklists and systems
- work as part of a team or individually to deliver high **quality standards**
- ensure **excellent customer service** levels are maintained in the processing of **bookings, amendments, feedback** and site inspections
- Facilitate **effective interdepartmental co-operation** to ensure guest **expectations** are **anticipated** and **exceeded**.

If you have these **qualifications**, join our team: Matric (NQF 4) or equivalent; good numeracy skills, verbal and written English skills (NQF 4); excellent telephone skills and etiquette, hotel / tourism school diploma; and at least two years' experience in a similar position.

CLOSING DATE: 17 April 2026

To apply, your written application must include:

- CV (maximum 4 pages)
- contactable references (with telephone numbers)
- covering letter with three reasons why you're our top candidate for the job!

For info or to apply, contact the HR Department: phone 016 982 8000 or email emerald.vacancies@tsogosun.com

Only successful applicants will be contacted

Emerald Resort and Casino is an equal opportunity employer.

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