



# RETZA

ROYAL ENFIELD  
TOURS & RENTALS

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9 Factory Road, Salt River  
7925, Cape Town, South Africa

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## **WE ARE HIRING!**

### JOB DESCRIPTION

#### **Sales and Operations Manager based in Salt River, Cape Town**

##### ABOUT THE COMPANY

RETZA (Pty) Ltd is a tour, rental and motorcycle maintenance company specialising in Royal Enfield motorcycles based in Salt River, Cape Town. We offer tours and rentals across South Africa and India, as well as supply spare parts and maintain motorcycles for customers.

##### MINIMUM REQUIREMENTS:

- 2-3 years Qualification (or studying towards qualification) in Travel & Tourism
- Computer Literate (MS Word, Excel, PowerPoint, Email correspondence )
- Social Media affinity (Instagram, TikTok & Facebook)
- Motorcycle licence preferably required
- Must have basic working knowledge of motorcycles or be willing to undergo training
- Inbound travel industry experience an advantage

##### QUALITIES:

- Attention to detail - maintain a keen eye on quality control, ensuring that each RETZA experience lives up to our reputation for excellence
- Good sense of ownership, accountability and pride in their work
- Punctuality, time management and professionalism
- A friendly and positive attitude towards work and customers, willingness to approach customers with confidence

##### DUTIES:

- Manage day-to-day operations of storefront including customer interactions, tour bookings, sales and payments, fleet management and spare part sales & inventory
- Oversee end-to-end tour operations, including accommodation, transportation, activities, and guest/rental services where required
- Manage and administer the booking of motorcycles and tour-guide allocations for rentals and tours, and on-request bookings, transfers and other related processes
- Update bookings per confirmations on system, issue invoices and coordinate payments via the payment portals
- Manage emails and online and telephonic enquiries, prepare quotations, capture customer interactions and follow up with guests for feedback and updates
- Promote RETZA experiences and services to clients
- Ensure electronic filing is kept up to date

- Coordination with RETZA mechanics to align on spare part requirements, customer bike service bookings and mechanic-related processes
- Implement efficient processes to enhance customer satisfaction and deliver exceptional experiences

**SALARY:**

- R15k-20k dependent on experience

**HOW TO APPLY:**

To apply for this role, please share your CV and relevant qualifications to:

[sabrina@retza.co.za](mailto:sabrina@retza.co.za)