

SALES MANAGER, GROUPS

JOB SCOPE SUMMARY

Reports to the Director of Sales, Groups (DoSG). Works within the Group Sales Team, this position has responsibility for responding to the groups' enquiries of the predetermined geographic markets (USA), in order to maximize room and banqueting revenue & utilization of meeting space, works to ensure at a minimum delivery of budgeted revenues. The Sales Manager, Groups manages, negotiates and converts groups business of rooms including banqueting. The contracting of groups, until the hand over to the Conventions services team, in addition to managing the function diary inventory. Must demonstrate high energy levels & provide consistently high levels of customer service in accordance with W standards & programs.

RESPONSIBILITIES

- Enquiry handling and follow through.
- Conduct insider tours for prospect and tentative group business.
- To ensure knowledge and understanding of Opera and adhere to European standards.
- To develop a good knowledge of Opera Sales & Catering & PMS systems in order to be competent in checking bedroom availability.
- To ensure that all group enquiries are entered into and reviewed on TLGO in order to review suitability of business.
- To provide all requested credit information to credit manager including timely communication to client of credit policy, receipt of signed contract and deposit.
- Attend events briefings providing accurate updates on details of bookings and enquiries.
- To attend weekly groups revenue strategy meeting chaired by the Director of Sales, Groups and Revenue Manager.
- To ensure tentative business block information is updated on a continuous basis & provide accurate updates to the Director of Sales, Groups, the Director of Sales as well as the Revenue Manager to present at the revenue strategy meeting.
- Take responsibility & be empowered to make decisions in quoting for business, adhering to the preset strategic guidelines using tools available.
- To obtain a full knowledge of competitors products in order that identification can be made when quoting to customers in order to understand market place.
- Handle pre-determined geographic source of business leads following guidance from DOS and DoSG.
- Maintain effective and appropriate liaison with clients whilst on property for site inspections and events.

REQUIREMENTS

- Candidates must be fluent in both Catalan Language and English or in Spanish and English. Fluency in these three languages (Spanish, Catalan and English) is an advantage.
- Candidates must have proven experience in the American market culture.
- Proven Hotel sales experience of a minimum 2 years.
- Good analytical skills.
- Good communication skills.
- Accustomed to working with objectives and under pressure.
- European work permit.
- Knowledge of Opera is desirable.