

Job Description

Job Title:	Sales Executive (Hospitality)
Responsible to:	Head of Hospitality Sales
Job Purpose:	To provide an integrated service to hospitality clients from initial enquiry through all stages, leading to final outcome. To ensure optimum use of facilities and revenue generation opportunities
Main Responsibilities:	<p>Sales</p> <ul style="list-style-type: none"> • Efficient handling of enquiries with a positive approach to assisting the client in all their needs within constraints of the facilities • Ensure appropriate marketing information is noted for all enquiries and events • Prepare and issue quotes for conference & event enquiries within the prescribed parameters • Ensure effective yield management within the set guidelines to achieve maximum revenue • Undertake sale show rounds <p>Account Management</p> <ul style="list-style-type: none"> • Knowledge of key account clients and their requirements • Build relationships with both internal and external customers with a view to developing a repeat business through service excellence • Develop strategies to monitor and increase the level of business of key account clients • Co-ordination of conferences & events • Utilise sales techniques to upsell events and functions • Facilitate thorough hand-overs and briefings with operations team <p>Planning and Administration</p> <ul style="list-style-type: none"> • Ensure that all correspondence sent is within agreed guidelines • Scheduling of appointments to coincide with office diary • Contribute to accurate forecasting and budgeting • Preparing and issuing of clients contracts and invoices within the guidelines • Prepare and issue deposit and pre-payment invoices with contracts • Ensuring all function financial details are updated before invoicing <p>Business Development & Personal effectiveness</p> <ul style="list-style-type: none"> • Understand basic audio-visual equipment and its functionality • Attend external entertaining and networking days/evenings as required • Undertake proactive sales activity in line with the Hospitality Sales & Marketing Plan • Attending training sessions in line with departmental training plan • To understand the limitations of the IoD as a venue and promote the benefits • Distribute daily changes • Collate and distribute weekly function sheets
Key Relationships:	<ul style="list-style-type: none"> • Members/ Clients • Suppliers • Internal Departments/ Branches
Location:	116 Pall Mall, London

Person Specification

Qualifications/ Experience	<ul style="list-style-type: none">• Graduate level ability• Solid experience in sales, hotels or hospitality industry in a customer facing role
Knowledge/Skills	<ul style="list-style-type: none">• Outstanding customer service• Intermediate to advance knowledge of Microsoft packages is required• Complaint handling and conflict resolution skills
Key Personal Attributes	<ul style="list-style-type: none">• Good personal presentation and professionalism• Good organisation and prioritisation skills• Strong administrative skills• Good verbal and written communication skills• Strong interpersonal skills• Ability to work under pressure• The ability to work effectively as an individual or within a team• Ability to use initiative