

Position: Sales Manager (SM) Sales & Catering Manager (S&CM) Catering Sales Manager (CSM) Events Meeting Managers (EMM) Sales & Conference Service Manager (SCSM) Sales & Meeting Manager (S&MM)	Department: Sales	Supervisor: Director of Sales (& Marketing) or Director of Catering	
Job Titles Supervised: NA	Date: 1/31/2020	FLSA: Hourly (Non-Exempt)	Benefits: Home Office / Management

This position is primarily responsible for detailing, servicing, and delivering the group rooms and/or catering business, as well as achieving the highest level of guest satisfaction. This position is responsible for developing relationships with clients, and must be able to upsell additional services, as well as detail and service all clients/groups/events. This position may also be responsible for prospecting and calling on new accounts. Sales Managers may lead the department if there is no DOS in the staffing model.

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and to lead by example. He/she must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, he/she must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through. A strong candidate would be extremely organized and task oriented.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment. A background check will be conducted as a condition of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time; ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude, while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, **immediately, all injuries** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager

- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, footwear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate an attitude conducive to team behavior and working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities: (may slightly vary by hotel – line out non-applicable items prior to signature)

- Within first 90 days, complete Olympia Sales process training

If leading the department, this position may be responsible for all tasks. If DOS/DOC is present, some of these tasks will be responsibility of the DOS or DOC

SERVICE – F & B Tasks may not be applicable if no food & beverage services are offered at property

- Maintain complete knowledge of service requirements for each scheduled group, event or meeting, including but not limited to: overnight room requirements, food and beverage menus, final counts, set-up and A/V requirements, event/meeting timeline, payment and other enhancements as requested by client. Serve as onsite contact for all third party vendors related to client event/meeting.
- May need to set up functions, inspect all spaces, greet clients, attend and work events as needed.
- Accurately prepare all BEO's and Resumes, deliver to appropriate team members and participate in BEO &/or Resume meetings weekly or as often as needed.
- Orchestrate and facilitate pre and post conference meetings between client and appropriate hotel staff, if needed or requested.
- Review all event/function/meeting invoices for completion and accuracy and submit to client for payment.
- Work with DOS to respond to and resolve guest concerns or complaints regarding groups in a timely and courteous manner.
- May detail and orchestrate assigned events from the DOS and/or DOC.

FOOD & BEVERAGE – May not be applicable if no food & beverage services are offered at property

- Maintain accurate menu options and pricing related to banquets, meeting space, and audio visual services.
- Work with Executive Chef to create customized menu's and pricing as needed.
- Remain current in wine trends to encourage event pairings and table service.
- Maintain complete knowledge of food & beverage / event execution standards, including current industry trends.
- Demonstrate strong working knowledge of food, beverage and other services that promote upselling to client as appropriate.

SALES

- Solicit all past business leads.
- Prospect and call on new business/leads and existing accounts through telephone, written communications and face to face visits.
- Establish and maintain strong relationships with all assigned accounts. Daily, weekly, monthly – inside calls and outside calls, when applicable.
- Respond to written or verbal requests for proposals within 4-hours of receipt.
- Present and propose rates for group & catering rooms and food & beverage events.
- Conduct property site inspections for current and prospective clients at their request or to introduce new clients to the property and/or services. Communicate upcoming site inspections to hotel team including brief company bio and future business potential.
- May need to coordinate and manage all group room blocks with hotel front office team.
- May need to attend weekly staff and revenue meetings. Have frequent communication with GM, Rev Manager and Guest Service Manager to review past/present/future business to make revenue decisions.
- Participate in property sales blitzes.

- Solicit all past business opportunities.

MARKETING/NETWORKING

- Provide input to DOS for the annual marketing plan. May need to complete plan if no DOS/DOC is in place.
- Join and participate in local networking organizations and social events to increase visibility in area of expertise.
- Attend appropriate trade shows events to market destination/property.
- Work with DOS and Marketing Manager to develop and maintain hotel's internet and social media presence through the brand (if applicable) and other related channels
- Work with the DOS/DOC to develop, design, promote and present marketing materials/sales kits to agencies and organizations for planned sales calls

OTHER

- Read, understand and use all the tools and reports within the properties reservation and sales systems to assist with making the best decisions
- Consistently meet monthly revenue goals for assigned segments - room rental, food, beverage, a/v and guest room group sales
- Participate in portfolio-wide sales events when asked
- Compliance with Brand Standards (if applicable).
- May participate in Manager on Duty (MOD) shifts.
- Manage own office work load and work flow/office procedures.

Skills Required

Core Skills:

- ✓ **Leadership** – ability to effectively motivate, mentor, coach & counsel others to perform well (including appropriate documentation)
- ✓ **Customer Service** – deliver hospitable service that is attentive, friendly, efficient and courteous; demonstrate patience, tact and diplomacy
- ✓ **People Skills** – ability to collaborate, create rapport, and work effectively with others; earn and maintain trust and respect
- ✓ **Communication Skills** – ability to effectively listen & communicate professionally, both verbally and in writing
- ✓ **Problem-Solving & Analytical Skills** – ability to identify the issue, collect and analyze information to understand the problem and effectively resolve. Identify, recommend, and implement best practices
- ✓ **Judgment & Discretion** – appropriately handle confidential and sensitive information
- ✓ **Organizational & Time Management Skills** – ability to appropriately schedule time to meet job demands, multi-task, prioritize, follow through, and work efficiently with limited supervision
- ✓ **Aptitude & Adaptability** – ability to learn quickly and adapt to changing priorities and business needs
- ✓ **Composure** – ability to maintain composure and work under pressure, managing stress to meet business demands. (Calmly handle all customer and employee interactions & issues)
- ✓ **Attention to Detail** – ability to follow instructions and achieve thoroughness and accuracy when accomplishing tasks
- ✓ **Computer skills/ Technical Aptitude** – basic computer and office skills, i.e. e-mail, MS Word, Excel, & other hotel related systems. Utilize technology to enhance organizational efficiency
- ✓ **Training** – ability to share knowledge and act as a resource in teaching others to perform tasks efficiently and safely

Technical Skills:

- ✓ Strong sales & relationship management skills
- ✓ Strong aptitude in working with numbers and comprehending Excel spreadsheets
- ✓ Keyboarding and general office administration skills

Experience / Education:



Hotel sales/Catering sales and/or hotel experience required. Management or previous supervisory experience preferred. College Degree preferred or equivalent combination of education and work experience; Delphi.fdc a plus. Must have strong communication skills and be detail oriented.

Performance Measurement:

90 Day performance review, on-going feedback from supervisor, attendance, productivity, feedback from others, budget, etc.

Physical Demands:

Traveling to businesses and hotels (some overnight travel), flexible work hours including nights and weekends; Extended workdays may be required to accomplish tasks and meet workload demands during peak periods. Position potentially requires extended periods of walking or standing, computer keying, working at a desk, and viewing spreadsheets and other written material. There is also the potential for kneeling and lifting of objects up to 50 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date