**Job description**

**Job Title: Hotel Sales Executive**

**Division/Location:**Marks Tey Hotel

**Reports to: Director of Sales or C&E Manager**

**About us**

The Marks Tey Hotel is a busy midscale Hotel with a Brasserie restaurant, lounge café, all day terrace, leisure club and busy meeting and events facilities.

**The Exciting Opportunity**
We are currently looking for a passionate and enthusiastic individual to join the conference, wedding & events department.

The successful candidate must be creative, driven and an outgoing individual, a real people person. Not afraid of hard work and who enjoys a fast-faced, ever changing environment.

**The Hotel Sales Executive will be responsible for:**

Responding to all received enquiries, mainly meetings and conference enquiries, weddings, parties and Christmas bookings, but also including bedrooms, group reservations, corporate bookings and leisure club corporate memberships.

Predominantly taking the appropriate follow up action necessary to convert this into a ‘sale’ and following up where required, completing all the necessary admin and paperwork to handover stage to the operations team. This includes the initial enquiry correspondence, proposal quotations, contracts, function sheets and billing/payments.

· Conducting show rounds of the hotel and facilities to the required standard.

· Completion of all admin throughout the planning stage in the lead up to all events, by email, in person and across various online booking portals.

· To be involved in sales activities as required, to ensure the successful launch and continued business success of the hotel.

· To exceed customer expectations during the enquiry and processing stage to put us ahead of competitors and support the conversation of enquiries to encourage repeat bookings.

· To gain an overview of corporate opportunities through strong and robust relationship building and a full understanding of client needs and what is important to the customer.

· Develop sales leads through local research, competitor insights and local area opportunities.

· To deputise in the absence of the DOS which may involve networking with local business and agencies.

· Active and consistent social media support including content generation and auditing across all platforms, including the individual hotel website.

· To gain feedback from clients which is then shared with Hotel teams and actioned accordingly. Testimonials gained are displayed and used for future decision making.

· To communicate effectively across all Hotel departments using standardised systems, plus any other operating platforms, to the required standard.

· Whilst this role is mainly office based Monday to Friday covering periods between 8am to 6.00pm, flexibility is key in order to accommodate out of hours appointments both during mid-week evenings and weekends whereby this will be reflected in shift patterns and rotas.

· Assist with any onsite events and offsite fairs, exhibitions or trade shows.

**What Are We Looking For?**

A positive and motivated individual who is keen to work within a small driven team but also a self-starter with the ability to work on own, be resilient at all times and make strategic decisions, solve problems and take ownership for personal actions and department performance.

A sound background of sales experience and negotiating skills.

An individual who is engaged and with a Can-Do attitude and full understanding of flexibility required to meet changing demands of the business. This may include working in other departments, including on occasions, periods outside of the norm such as evenings and weekends.

A great communicator with excellent attention to detail and the drive to exceed departments goals and maximise revenue opportunities across the Hotel.

Excellent written and verbal skills.

Ability to adapt work patterns at short notice to meet demands of out of office hours appointments and to manage time effectively.

Good IT skills with the ability to quickly pick up new systems and processes. All training will be provided.

A calm demeanor with the ability to work under pressure and meet required deadlines.

To work 160 hours (excluding breaks) across a 4-week period with potential to work different hours per week and as per needs of the business.

A local person with a good knowledge of the local area would be advantageous.

An individual with good knowledge of social media platforms and an overview of marketing would be preferred, but is not essential.

**Benefits**

Competitive salary

Team and individual incentive scheme

Individual leisure club membership

Discounted hotel accommodation throughout the UK

Free parking and free meals whilst on duty