

## Job Description

Group Sales Manager  
Sales

The Sales Manager is responsible for effectively soliciting and becoming familiar with all accounts in his/her market segments. He/she is also responsible for prospecting and closing on assigned accounts/territory to positively impact hotel revenues.

## Job Requirements

### Required Competencies

- Must be able to convey information and ideas clearly, both oral and written.
- Must work well in stressful, high-pressure situations.
- Must be able to evaluate and select among alternative courses of action quickly and accurately.
- Must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary.
- Must be effective at listening to, understanding and clarifying concerns and issues raised by team members and guests.
- Must have the ability to assimilate complex information, data, etc. from disparate sources and consider adjust or modify to meet the constraints of a particular need.
- Must be able to prioritize departmental functions to meet due dates and deadlines.
- Must be able to work with and understand financial information and data, and basic arithmetic functions.

Responsibilities may include any and all of the following:

- Must be able to meet or exceed assigned sales goals.
- Approach all encounters with guests and team members in a friendly, service-oriented manner.
- Regular attendance is required in compliance with Pyramid standards, as required by scheduling, which will vary according to the needs of the hotel.
- Maintain high standards of personal appearance and grooming, which includes proper dress and correct nametag when working.
- Comply at all times with Pyramid standards and regulations to encourage safe and efficient hotel operations.
- Must, at all times, be attentive, friendly, helpful and courteous to all guests, managers, and other team members.
- Establish client base of organizations, associations, social, and corporate businesses through direct outside and inside sales effort for the purpose of securing business for the hotel to ensure that predetermined sales expectations are met or exceeded.
- Develop and maintain relationships with key clients in order to produce group and/ or convention business.
- Negotiate guest room rates, meeting room rental, function space, and hotel services within approved booking guidelines. Confirm in writing to the

- client all requirements via sales contract.
- Conduct tours of the hotel and banquet facilities; entertain qualified potential clients in accordance with company and property policies and procedures.
  - Accurately forecast all bookings and cancellations.
  - Assist the Director of Sales with the implementation and achievement of the Sales Marketing plan.
  - Attend and represent company at trade shows and city-wide conventions if necessary.
  - Respond quickly to guest requests in a friendly manner. Follow up to ensure guest satisfaction.
  - Have knowledge and understanding of all department policies and procedures, and communicate and enforce all policies fairly and consistently with staff.
  - Develop a full working knowledge of the operations of the hotel, including Food and Beverage, Guest Services and Reservations/Revenue.
  - Meet or exceed established goals for sales, prospects and outside calls.
  - Operate in the Sales Department within established sales expense budget.
  - Initiate and follow up on leads.
  - Maintain and participate in an active sales solicitation program.
  - Monitor production of all top accounts and evaluate trends within your market.
  - Invite clients to the hotel for entertainment, lunches, tours and site inspections.
  - Assist in the preparation of required reports in a timely manner.
  - Be familiar with all Pyramid sales policies and selling techniques with an emphasis on maximizing occupancy and Average Daily Rate (ADR).
  - Conduct a professional, thorough site inspection of the hotel with clients, exhibiting key features and benefits of the property's computerized sales management system to manage the hotel's business, including (but not limited to) generating reports, entering business, blocking space and building accounts.
  - Meet and greet onsite contacts.
  - Abide by Prime Selling Time (PST).
  - Perform other duties as requested by management.
  - Attend meetings/training as required by management.

### **Position Responsibilities and Qualifications:**

#### **Education & Experience:**

- High School diploma or GED certification
- Previous experience as room sales coordinator or in a sales administrative role.
- Specialty or brand Certification preferred.
- Proficient in Microsoft Office Suite and Sales related computer programs required.
- Strong financial knowledge required.
- Valid driver's license from the appropriate state and MVR in good standing.

#### **Physical Requirements:**

- Long hours sometimes required, including nights and weekends.
- Light work-Exerting up to 20 pounds of force occasionally, and /or 10 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

- Ability to move quickly about the property to various departments.

## **FRONT OFFICE MANAGER - CLARION PHL**

### **Position Summary:**

Responsible for overseeing Front Office operations.

### **Job Description:**

- Ensures employees understand and perform up to brand and hotel standards
- Ensure staff are providing exceptional customer service
- Train staff to ensure accuracy of reservations and overall accounting paperwork
- Maintain excellent work ethic and moral
- Assists guests with any special problems that may arise
- Supervises the operation of the Front Desk from a side-by-side method, including telephone procedures, cashier and clerk duties.
- Ensures cleanliness of desk and lobby area
- Performs duties at the Front Desk, such as check-ins and checkouts on a regular basis, with heavy emphasis on the peak times and ensuring checklists are completed on every shift.
- Informs Housekeeping of necessary information relating to rooms forecast, occupancy, checkouts, traces, etc.
- Self motivated and ability to motivate the team
- Gain full understanding of the Choice Advantage Property Management System
- Maintains an exceptional level of Professionalism by leading as example
- Assist guests with any concerns or inquiries pertaining to hotel services that they might have during their stay

- Ensures maintenance of housekeeping and engineering log when guests report problems
- Respond to and log all guest requests and follow up to assure a satisfactory outcome and to ensure request was taken care of.
- Observe credit limitations on check-cashing privileges according to hotel operating procedures and supervisors direction
- Issues and records usage of safety deposit boxes as directed by the General Manager
- Up sell rooms where possible to maximize hotel revenue
- Engage and communicates effectively with guests and fellow employees and superiors
- Promote teamwork and quality service through daily communications and coordination with other departments

#### Qualifications:

- 2-5 years of Front Office Operations experience
  - 2-5 years of Supervisory Experience
  - Previous Choice Brand experience helpful but not necessary.
  - Must possess a positive, outgoing and upbeat personality with a desire to deliver outstanding customer service
  - Problem solve in order to effectively deal with customers
  - Use a computer/keyboard to operate various property management and reservations systems, etc. and ability to use email
  - Flexible with scheduling and be able to work various shifts, willing to work days, nights, weekends, holidays and long hours when required
  - Must speak fluent English
  - Multi-task, detail oriented and comfortable with heavy telephone call volume
  - Standing for long periods of time
- Occasionally lift and/or move up to 50 pounds

\*For those interested in applying please contact Maria Bartheoletti at [mbartheoletti@clarionphl.com](mailto:mbartheoletti@clarionphl.com).