



Sales Manager – London Boutique Hotel

Full time

New Opening!!

Fantastic opportunity for a talented sales manager to join a contemporary boutique hotel in the heart of London.

You will be responsible for promoting the hotel services to the existing market, as well as pro-actively seeking new accounts, primarily, from the corporate market. The successful candidate will have a proven track record in sales and new business acquisition as well as strong commercial awareness, excellent communication skills and a passion to succeed. In addition, appointment targets of achieving hotel budget are key measurable metrics. Focus and determination for this role are essential and previous experience in the role is desirable.

Specific Role Criteria:

- Initiate new sales, prospects and qualifies leads and solicits potential clients,
- Host and entertain clients and maintain client accounts.
- Conduct client show rounds, selling all of the facilities of the hotel and ensuring high levels of customer service.
- Determine rates, prepare proposals, negotiate contracts, service accounts and analyse lost business for the hotel(s).
- Develop sales plans and strategies to meet or exceed established revenue and room night goals.
- Partner with operations departments to ensure full participation in servicing accounts.
- Booking pace goal and average rate in assigned market segments to achieve.
- Group contribution to catering to meet or exceed budget revenues.
- Follow all appropriate policies and procedures while constantly striving to improve all standards of operation.
- Ensure prompt and courteous service to all guests to ensure guest experience is distinctively supreme.
- Meet or exceed productivity standards.
- Assist in planning and participating in sales blitzes.
- Other tasks assigned by supervisor.
- The ideal Sales Manager will have previous experience from a boutique hotel in the London market,
- Smart personal presentation and good organisational/administrative/IT skills
- The Sales Manager will be responsible for ensuring the department runs smoothly at all times
- Ability to Conduct 10 appointments per week & 20 prospect calls
- Experience in both the corporate and Leisure market preferred
- 3 years direct experience of sales management incorporating variety of markets and hotel sizes
- The successful Sales Manager will have at least 3 + years in the hotel industry (may have been concurrent with the above)



Interaction

- Must be fluent in verbal and written English.
- Excellent listening and comprehension skills required.
- Excellent written and oral communication skills required.
- Time management skills needed.
- Negotiation skills needed.
- Professionally deal with difficult situations/people, pre-cons/post cons, room blocks, VIP contact, written/verbal contact with varied individuals, contact with varied educational backgrounds, inter-departmental communication.
- Meet deadlines as required. Meet multiple priorities of business demands. 4 hour limit to return calls, cut-off dates, contract production. Changing priorities, adapt to guest needs and demands, and last minute projects.

Constant drive for creativity, teamwork, extensive use of persuasion.