

SALES COORINATOR

Job Code:	SC	Division:	
Branch:		Department:	SALES
Reports To:	Sales Manager/General Manager	Pay Grade:	
FLSA Status:	Non-Exempt	Employee Type:	FULL TIME
Prepared By:	Dan Waller	Date Prepared:	02/26/2015
Approved By:	Dan Waller	Date Approved:	02/26/2015

Summary

At Schahet Hotels we want our guests to relax and be themselves which means we need you to:
Be you by being natural, professional and personable in the way you are with people
Get ready by taking notice and using your knowledge so that you are prepared for anything
Show you care by being thoughtful in the way you welcome and connect with guests
Take action by showing initiative, taking ownership and going the extra mile
Treat all others with Respect, treating guests and fellow associates the way you want to be treated
Demonstrate Integrity in all you do. Seek to always do the right thing, whether working in a group, team, or alone.
Always be at the Service of our guest as well as fellow associates or managers. We believe that Service is making the reach to help or be of Service to all.
Celebrate successes. Show Excitement in your work, the way you smile and greet others, the good news of others successes or awards. Participate in group and team activities either by your active support and participation or by your presence in the group.

The Sales Coordinator provides administrative support to enhance the duties of the Director of Sales, Guest Service Manager, and/or General Manager. The SC also implements and maintains guest appreciation for all groups by performing the duties listed below.

Essential Duties & Responsibilities

- Assists and helps to maintain marketing plan by communicating with DOS/General Manager regarding daily activities and leads
- Administers inside direct sales and strategies and communicates leads to DOS/General Manager
- Assists in coordinating blitzes including communication with new prospects
- Has thorough knowledge of Front Desk operations and assist by working shifts as needed
- Regularly meets with DOS/General Manager to communicate and discuss sales activities
- Administers group events including greeting all groups and individual tours and placing welcome baskets in group contacts' room
- Backs-up Guest Services by direct involvement in Front Desk Operations
- Offers ideas, suggestions and procedures for creating and maintaining Guest Satisfaction for all guests with focus on LNR and Group arrivals
- Attends any and all meetings involving discussion about Group or LNR as required by DOS or GM

Other Duties

- Facilitates the "guest of the day" program
- Sets up, maintains, and clears meeting room during and after events
- Coordinates catering events and communicates with kitchen staff
- Maintains all sales files and trace file system
- All other duties as assigned

Qualifications

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; Develops alternative solutions; Uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
- Interpersonal - Maintains confidentiality.
- Oral Communication - Responds well to questions; Demonstrates group presentation skills;
- Team Work - Contributes to building a positive team spirit.
- Written Communication - Writes clearly and informatively; Able to read and interpret written information.
- Managing People - Makes self-available to staff; continually works to improve supervisory skills.
- Organizational Support - Follows policies and procedures including but not limited to, dress code policies
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Commits to long hours of work when necessary to reach goals.
- Initiative - Asks for and offers help when needed.
- Planning/Organizing - Prioritizes and plans work activities.
- Professionalism - Treats others with respect and consideration regardless of their status or position.
- Quality – Looks for ways to improve and promote quality
- Quantity – Strives to increase productivity.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

LANGUAGE ABILITY:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Supervisory Responsibilities

This position will have no Direct Reports.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to taste or smell.

The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 50 pounds.

Training

Must complete all Brand and Schahet Hotels Specific Training Requirements within perscribed timeline.

Decision Making

- Sell within agreed group selective sell guidelines and adhere to group room maximum commitment levels.

Decisions outside guidelines must be discussed with General Manager.

Financial Responsibilities

Responsible for all sales goals as stated in Sales and Marketing plan.
Responsible for meeting top line revenue in designated segments.

Communication

Follow guidelines set forth by Schahet Hotels in communicating with DOS/General Manger, VP of Sales & Marketing, fellow associates and Clients.

Results of Action

Hotel top line revenue is met
Individual sales call goals are met

Equipment Used

Computer, Software to include Microsoft Office, Salespro, and Brand Property Management System. Telephone, copy machine, scanner, and printer.

Work Environment

Well organized, work independently or part of a team. Must maintain a professional image, positive attitude, and adhere to the Schahet Hotels values of Respect, Integrity, Service and Excitement at all times.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Employee's Signature
