

RESORT SALES MANAGER

JOB OUTLINE:

JOB REF: SM0209

REPORTING TO: General Manager

JOB TITLE: Sales Manager

RESPONSIBLE FOR: All areas of resort sales

We currently have a vacancy in the Resort Sales team for a Sales Manager. This role is on the road four days per week with one day office based at the resort. Resort Sales starts the customer journey by creating tailored itineraries. If you have a positive attitude to maximising sales opportunities, a great attention to detail, outstanding customer services skills and an excellent phone manner then this could be the job for you.

ROLE AND RESPONSIBILITIES:

To maximise sales revenue for the Resort by selling all facilities and services to clients ensuring total customer satisfaction through efficient personalised service. Responsibilities will include discovering and pursuing new sales prospects, negotiating deals and maintaining customer satisfaction. Actively seeking out new sales opportunities through cold calling, networking and social media. Setting up meetings with potential and existing clients to gain win business. Prepare and deliver appropriate presentations on products and services. Create frequent reviews and reports with sales and financial data. Participate on behalf of the company in exhibitions, sales events and conferences. Negotiate/close deals contracts, Collaborate with team members to achieve high levels of guest satisfaction, Gather feedback from customers or prospects and share with internal teams, conduct market research to identify selling possibilities and evaluate customer needs. Use yield and rate guidelines at all times to maximise revenue for entire Resort and meet budget. Fully explore all revenue potential to guarantee maximum guest spend. Manage the balance of availability between bedrooms, leisure and golf inventory to ensure optimum usage of each area for the Resort as a whole.

Process all enquiries efficiently and promptly to maximise conversion to confirmed business updating the correct internal system with the same. Maintain current product knowledge across the Resort to provide best advice for all enquiries. Build client relationships to grow repeat business. Adopt a positive and flexible approach to secure business where the clients' first choice cannot be accommodated. Complete all reports accurately and in a timely manner to enable management to decide and direct future activity. Prepare for and actively participate in team meetings to develop new initiatives to drive revenues and develop the team. Complete all enquiries in a timely and accurate manner using the most effective administrative processes and tools. Works with all members of the sales team to meet and exceed personal and team sales targets. Ensure that all bookings have attached the necessary activities/traces to enable every member of team to understand what stage the booking is at. Prepare for and actively participate in team meetings to develop new initiatives to drive revenues and develop the team. Complete all enquiries in a timely and accurate manner as per guidelines set by the General Manager the most effective administrative processes and tools. Deal with and resolve any guest queries where possible to avoid guest dissatisfaction.

ESSENTIAL:

Applicants must be able to work a range of early and late shifts over the 7 day week

INTERESTED IN APPLYING?

Please email your contact details and CV to: hr@loughernerresort.com