

## **Sales Manager**

### *Job Description:*

Shield Hotels has great opportunities in the Pioneer Valley to help a career minded individual build a hotel career. As our company continues to grow, we are looking for Sales Managers to join our sales team. The right candidate will receive training that will create a successful hotel Sales Manager.

The Sales Manager will manage accounts, solicit past and new business to ensure all revenue goals are achieved or exceeded. The Sales Manager will develop and facilitate business from markets within and outside of the area, by meeting with potential clients, making presentations and developing contacts.

### *Job Requirements:*

- Maximizes revenue by selling all facets of the hotel, both orally and in written form to previous, current and potential clients.
- Regularly meets and exceeds assigned revenue goals.
- Maintains and keep accurate sales records and reports through Hotel Sales Pro.
- Travels locally to conduct outside sales calls promote the hotel and review competition reader boards to develop leads.
- Prepares information for sales meetings, meets with and entertains clients as deemed appropriate by potential business from the account.
- Promptly follows up on all accounts needs and inquires.
- Has the ability to communicate with customers in a friendly, positive and professional manner.
- Has the ability to comply with hotel and franchise standards
- Has the ability to speak in a public setting.
- Prior Hotel experience required

### *Job Responsibilities:*

- Handles account details so that all pertinent aspects of solicitation and closing are complete and documented.
- Coordinates various departments' participation in servicing accounts.
- Acquires referrals from current clients.
- Represents the hotel at trade shows and business networking events. Sets up exhibits which involve bending, stooping, and lifting.
- Conducts surveys and studies the market place and territories in order to capitalize on the hotel's strengths.
- Develops customer profiles and maintains an effective trace system, in order to best meet client's needs.
- Maintains open communication with all coworkers for the best guest experience.