

# United Arab Emirates Jobs Expertini®

## Meetings & Events Executive

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

## Company Description

'Why work for Accor

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit

<https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS'

## Job Description

### We are Heartists®

'Heartist®' describes both our culture and who we are. Everything we do comes from the heart, and we're experts in what we do. Generous, attentive, and free, we ensure that everyone can come as they are, and feel like they belong. As one big team, we know that only together can we do amazing things!

We believe that the world is more welcoming when we're connected. So that we see what we have in common, instead of what sets us apart.

## **Life in Movenpick**

The Place to Savour Life- We believe true hospitality is about turning small gestures into heartwarming moments.

We enable our guests to Savour the flavor of life, balancing small indulgence with what's good for them- and good for the world.

### **The Role**

To promote efficiency, confidence, courtesy and an extremely high standard of social skills.

To generally promote and ensure good inter-departmental relations

To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.

To demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment

Maintains the highest standards of professionalism, ethics and attitude towards all hotel guests, clients, staff and heartists.

Maintains professional business confidentiality

To adhere to Company and Hotel rules and regulations at all times

### **Key Deliverables and Responsibilities**

#### **Planning & Organizing:**

- 1 . Responsible for bookings, generating proposals, generating contracts, issuing confirmations and follow up process with all MICE customers that are assigned to you
- 2 . Ensures that all lead requests are handled as per the policy and not exceeding the lead handing timeframe policy.
- 3 . Ensures active follow up on sent offers as per guest requirements.
- 4 . Preparation of offer letters according to the guest requirements. Ensuring company standards are in place.

- 5 . Personalizes and executes the event for the Meeting planner
- 6 . Maintain timely and responsive communication with all accounts and prospects.
- 7 . Assess group business to maximize contribution from available public space, generating room revenues whilst achieving Meetings and Events budgets
- 8 . Yields all leads prior to the offer letter being sent out, in terms of, venue assigned or rates offered - especially in an area set up, and seeks the required approval to take the booking
- 9 . Ensures that Sales and Catering PMS is well managed, maintained and updated as per company policy & standards
10. Refers all unable to confirmed bookings so that they can be offered a sister property
11. Supervision and communication with Meetings and Events Operations during events and assuring guest satisfaction throughout the event.
12. Seeks feedback on rates, availability and offer letters from department head
13. Fully aware of the available equipment in the hotel
14. Provides functional assistance and direction to the Meetings and Events Operations team
15. To fully comply with the hotels credit policy in obtaining pre-payment or approved credit letters for all events
16. Ensures the preparation of Event Order as per departmental standard and assuring proper distribution of the same.
17. Inspects all function areas before events to ensure set up in accordance to customer specifications
18. Conducts exit interview with the meeting planner and records the data in the hotel's CRM system
19. Manages and regularly updates the hotel's MICE database
20. Responsible for sharing best practices on Company/ Area designated forums and adapting

other best practices from other properties

21. Supports the organization in the execution of special public relations events on and off premises in coordination with Area/ Hotel Public Relations and Communication teams
22. Performs and controls with team all the above-mentioned aspects in accordance to Corporate/
23. Area standards and guidelines including all CI/CD and brand guidelines
24. Complies with any reasonable requests made by the management to the best of your ability

**Operations:**

- 1 . Maintains a sales call pattern averaging 25 calls a week.
- 2 . Minimum two accounts entertainment per week.
- 3 . Establishes and maintains histories on every account with his/her market segments.
- 4 . Attend the daily Departmental Sales briefing and debriefing.
- 5 . Attend weekly review, with all feedback and planned calls and entertainment of the following week.
- 6 . Submit weekly sales activity report to the Asst. Director of Sales, on Corporate Segment.
- 7 . Develops Prospects Accounts, and implement a Sales Action Plan for each account.
- 8 . Attends at the start of functions related to accounts handled.
- 9 . Seeks intelligence information from accounts and competition.
10. Interacts and liaise closely with Front Office, Reservations, Food & Beverage, and Banquet & Conference Departments.
11. Assist with Sales Blitz, coordinated by the Asst. Director of Sales.
12. Performs related duties and special projects as assigned.
13. Attend the start of the functions related to his/her accounts handled.

14. Implements and executes all sales objectives and action plans to reach and exceed targets set
15. Solicits and service both Corporate and Groups business
16. Within established parameters, quotes and negotiate corporate contracts and groups business and where need be involved Director of Sales & Marketing to close contract.
17. Where applicable, closely coordinate and communicate with the international sales office with regards to RFP accounts/markets that are serviced by Outbound Sales
18. Ensures that the response to any business request is actioned within 24 hours maximum.
19. Promotes and produces sales leads for the Mövenpick hotels outside of coverage area
20. Provides feedback to the Director of Sales & Marketing on changing marketing conditions, including trends in the competition, as a result of direct sales solicitation, telephone and direct mail, in his / her market areas.
21. Solicits and serves transient and group business and meetings
22. Formulates corporate offer letters and yearly contracts and any other required business correspondence
23. Arranges site inspections of hotel.
24. Handles incoming calls and ensures messages are taken and details are forwarded to the person concerned
25. Attends departmental and communication meeting as requested by Department Head
26. Attends major events in hotel and city as requested by Department Head
27. Closely monitors accounts revenue and business production of own corporate portfolio.
28. Maximizes up selling opportunities whenever possible.
29. Establishes and maintains files of major accounts and assists Assistant DOS in maintaining the accounts management system.

30. Ensures that selling strategies are adhered to during negotiations and maximizes up selling opportunities whenever possible.
31. Disseminates sales related information to other departments as appropriate.
32. Maintains close communication with the Events Management Team in the negotiation process of their accounts.
33. Follow up with the Events Management Team after the post - event meeting with Thank You calls and send Thank You Letter
34. Performs all duties and responsibilities in a timely and efficient manner in accordance with established hotel policies to achieve the overall objectives of the position.
35. Reviews direct competition and conducts regular research.
36. Closely monitors accounts revenue and business production for the corporate accounts.
37. Keeps updated with client relationships and overall business goals.
38. Updates the Director of Sales & Marketing on the negotiation event / progress of each group.
39. Maintain an up to date account and contact database and details in property management system.
40. Ensure comprehensive and up to date knowledge of properties' unique selling points, features, amenities, services and policies.
41. Ensure that Accor Sales and Marketing Policies and Standard Operational Procedures are adhered to at all times.
42. Attends departmental and communication meeting as requested by Department Head.

### **General**

- 1 . Is familiar with all relevant company documentation and relevant OSMs for his/her field of responsibility.
- 2 . Promote efficiency, confidence, courtesy and an extremely high standard of social

skills.

- 3 . Generally promote and ensure good inter-departmental relations
- 4 . To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
- 5 . Demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment
- 6 . Maintains the highest standards of professionalism, ethics and attitude towards all hotel guests, clients, staff and heartists.
- 7 . Maintains professional business confidentiality
- 8 . Adhere to company and property rules and regulations at all times
- 9 . Report any equipment failures/problems to the Maintenance Department
10. Pass any maintenance requests to the Maintenance Department.
11. Participate in any Training/Developments schemes as recommended by senior management
12. Comply with any reasonable request made by management to the best of your ability.

**Generic Aspects on Hygiene / Personal Safety / Environment/Confidentiality:**

Ensure proper care of all equipment and furniture entrusted for Heartists use.

Be well-familiar with the hotel's policies and procedures, well-acquainted with the physical layout of the hotel and its premises and knowledgeable of the hotel's emergency procedures in regard to fire, medical, bomb threat, black-out and evacuation.

Knows the safety regulations and ensures their application & ensures the safety of people and property in the hotel.

Respects and ensures respect of the hotel's commitments to the 'Environment Charter' of Sustainability program (saving energy, recycling, sorting waste etc).

Understands and strictly adhere to the Rules & Regulations established in the Heartists

Handbook and the Hotel's policy on Fire, Hygiene, Health and Safety.

Ensure that confidential records and other confidential information are properly safeguarded and are not removed from the office.

Does not disclose any financial information or any other information of the Accor Hotels.

## **Our Values**

Our values are our common language, they drive us every day. Embodied in and flowing through our Heartist program, a symbol of our identity and culture, these values are the bedrock that binds us to the Group. They perpetuate and spread -beyond professions, persons, countries and cultures- the sense of hospitality and service, our strength and nourishment of the Group's success worldwide.

## **Guest Passion**

We obsess over our customers. Our guests are the driver of our decisions and our actions. We put them first, we care for them. We go the extra mile for them. We enjoy doing it.

## **Sustainable Performance**

We believe that hospitality has the power to unlock a better tomorrow. We act for good to support & empower the communities in which we live and protect the planet that you visit.

## **Respect**

We are connected with the world, and to others. We enjoy the mix of cultures. We are proud of our differences. We put you first and we value you, whoever you are. We care for the planet.

## **Spirit of Conquest**

Our guests are globetrotters, and so are we. We want to be where they want to be. We explore, we initiate, and we develop. We are ambitious for our guests. We make the impossible possible, we have fun doing it.

## **Trust**

Hospitality is a team sport, and we're stronger when we trust and support each other. We believe in natural kindness, respect our differences and value all voices. We work as one team, to say what we do, and do what we say.

## **Innovation**

We dare to challenge the status quo. We embrace innovation and challenge ourselves to do



things better and faster. We take risks, dream the impossible and make it possible.

## Qualifications

Computer literate in Microsoft Window applications required . University/College degree in a related discipline preferred . Excellent communication skills, both written and verbal required . Strong interpersonal and problem solving abilities

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