

United Arab Emirates Jobs Expertini®

Meetings & Events Executive

[Apply Now](#)

Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

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:

Responsible for bookings, generating proposals, generating contracts, issuing confirmations and follow up process with all MICE customers that are assigned to you

Ensures that all lead requests are handled as per the policy and not exceeding the lead handing timeframe policy.

Ensures active follow up on sent offers as per guest requirements.

Preparation of offer letters according to the guest requirements. Ensuring company standards are in place.

Personalizes and executes the event for the Meeting planner

Maintain timely and responsive communication with all accounts and prospects.

Assess group business to maximize contribution from available public space, generating room revenues whilst achieving Meetings and Events budgets

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

Ensures that Sales and Catering PMS is well managed, maintained and updated as per company policy & standards

Refers all unable to confirmed bookings so that they can be offered a sister property

Supervision and communication with Meetings and Events Operations during events and assuring guest satisfaction throughout the event.

Seeks feedback on rates, availability and offer letters from department head

Fully aware of the available equipment in the hotel

Provides functional assistance and direction to the Meetings and Events Operations team

To fully comply with the hotels credit policy in obtaining pre-payment or approved credit letters for all events

Ensures the preparation of Event Order as per departmental standard and assuring proper distribution of the same.

Inspects all function areas before events to ensure set up in accordance to customer specifications

Conducts exit interview with the meeting planner and records the data in the hotel's CRM system

Manages and regularly updates the hotel's MICE database

Responsible for sharing best practices on Company/ Area designated forums and adapting other best practices from other properties

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

Performs and controls with team all the above-mentioned aspects in accordance to Corporate/

Area standards and guidelines including all CI/CD and brand guidelines

Complies with any reasonable requests made by the management to the best of your ability

Operations:

Maintains a sales call pattern averaging 25 calls a week.

Minimum two accounts entertainment per week.

Establishes and maintains histories on every account with his/her market segments.

Attend the daily Departmental Sales briefing and debriefing.

Attend weekly review, with all feedback and planned calls and entertainment of the following week.

Submit weekly sales activity report to the Asst. Director of Sales, on Corporate Segment.

Develops Prospects Accounts, and implement a Sales Action Plan for each account.

Attends at the start of functions related to accounts handled.

Seeks intelligence information from accounts and competition.

Interacts and liaise closely with Front Office, Reservations, Food & Beverage, and Banquet & Conference Departments.

Assist with Sales Blitz, coordinated by the Asst. Director of Sales.

Performs related duties and special projects as assigned.

Attend the start of the functions related to his/her accounts handled.

Implements and executes all sales objectives and action plans to reach and exceed targets set

Solicits and service both Corporate and Groups business

Within established parameters, quotes and negotiate corporate contracts and groups business and where need be involved Director of Sales & Marketing to close contract.

Where applicable, closely coordinate and communicate with the international sales office with regards to RFP accounts/markets that are serviced by Outbound Sales

Ensures that the response to any business request is actioned within 24 hours maximum.

Promotes and produces sales leads for the Mövenpick hotels outside of coverage area

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.

Solicits and serves transient and group business and meetings

Formulates corporate offer letters and yearly contracts and any other required business correspondence

Arranges site inspections of hotel.

Handles incoming calls and ensures messages are taken and details are forwarded to the person concerned

Attends departmental and communication meeting as requested by Department Head

Attends major events in hotel and city as requested by Department Head

Closely monitors accounts revenue and business production of own corporate portfolio.

Maximizes up selling opportunities whenever possible.

Establishes and maintains files of major accounts and assists Assistant DOS in maintaining the accounts management system.

Ensures that selling strategies are adhered to during negotiations and maximizes up selling opportunities whenever possible.

Disseminates sales related information to other departments as appropriate.

Maintains close communication with the Events Management Team in the negotiation process of their accounts.

Follow up with the Events Management Team after the post – event meeting with Thank You calls and send Thank You Letter

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.

Reviews direct competition and conducts regular research.

Closely monitors accounts revenue and business production for the corporate accounts.

Keeps updated with client relationships and overall business goals.

Updates the Director of Sales & Marketing on the negotiation event / progress of each group.

Maintain an up to date account and contact database and details in property management system.

Ensure comprehensive and up to date knowledge of properties' unique selling points, features, amenities, services and policies.

Ensure that Accor Sales and Marketing Policies and Standard Operational Procedures are adhered to at all times.

Attends departmental and communication meeting as requested by Department Head.

General

Is familiar with all relevant company documentation and relevant OSMs for his/her field of responsibility.

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

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.

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

Adhere to company and property rules and regulations at all times

Report any equipment failures/problems to the Maintenance Department

Pass any maintenance requests to the Maintenance Department.

Participate in any Training/Developments schemes as recommended by senior management

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

[Apply Now](#)

Cross References and Citations:

- 1. Meetings & Events Executive Free-job-postings Jobs Dubai Free-job-postings ↗**
- 2. Meetings & Events Executive UnitedstatesjobsJobs Dubai Unitedstatesjobs ↗**
- 3. Meetings & Events Executive Professionalnetworkjobs Jobs Dubai Professionalnetworkjobs ↗**
- 4. Meetings & Events Executive Directorjobs Jobs Dubai Directorjobs ↗**
- 5. Meetings & Events Executive Newyorkcityjobs Jobs Dubai Newyorkcityjobs ↗**

6. Meetings & Events Executive Videoplatformjoblistings Jobs Dubai Videoplatformjoblistings ↗
7. Meetings & Events Executive Jeddahjobs Jobs Dubai Jeddahjobs ↗
8. Meetings & Events Executive Searchukjobs Jobs Dubai Searchukjobs ↗
9. Meetings & Events Executive Searcheruropeanjobs Jobs Dubai Searcheruropeanjobs ↗
10. Meetings & Events Executive TheflexiblejobsJobs Dubai Theflexiblejobs↗
11. Meetings & Events Executive JapanjobsJobs Dubai Japanjobs↗
12. Meetings & Events Executive Parisjobs Jobs Dubai Parisjobs ↗
13. Meetings & Events Executive Jakartajobs Jobs Dubai Jakartajobs ↗
14. Meetings & Events Executive Canadajobscareer Jobs Dubai Canadajobscareer ↗
15. Meetings & Events Executive Philippinesjobs Jobs Dubai Philippinesjobs ↗
16. Meetings & Events Executive AtlantajobsearchJobs Dubai Atlantajobsearch↗
17. Meetings & Events Executive MobileappjobsJobs Dubai Mobileappjobs↗
18. Meetings & Events Executive Gynecologistjobs Jobs Dubai Gynecologistjobs ↗
19. Meetings & events executive Jobs Dubai ↗
20. AMP Version of Meetings & events executive ↗
21. Meetings & events executive Dubai Jobs ↗
22. Meetings & events executive JobsDubai ↗
23. Meetings & events executive Job Search ↗
24. Meetings & events executive Search ↗
25. Meetings & events executive Find Jobs ↗

Source<https://ae.expertini.com/jobs/job/meetings-events-executive-dubai-accor-d27433903f/>

Generated on: 2024-05-03 by Expertini.Com