

## Sales Manager - Groups & Events

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Company: Hyatt Corporation

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

## Sales Manager - Groups & Events

Park Hyatt Park Hyatt Abu Dhabi AE - Abu DhabiAdministrativeDepartment

Head/ManagerFull-timeReq ID: ABU002662Worldwide

### Summary

To handle all leads from the sales team and direct client inquiries, regarding group and banqueting requests.

To maintain a close working relationship with client from the initial proposal sending, to onsite liaison between hotel and organizer.

Liaise with sales account managers on any corporate or group issues and action as required, maintaining communication internally

To review function blocked by you weekly to ensure that all business on the books is "live" and traced, tracked for confirmation

To ensure that all agreements (groups and catering contracts) follow the established hotel policies and procedures and are based on sound commercial judgment.

To ensure that all credit and collection procedures that have been established by the hotel are implemented following the established Credit Policies & Procedures.

To develop professional conference and incentive sales proposals that win business for Park Hyatt Abu Dhabi.

To develop an excellent knowledge of Opera, Envision systems in order to be competent in checking reservations, room type availability and function space availability.

To have a strong hotel product knowledge and be well versed in up-selling techniques.

To ensure that all credit and collection procedures that have been established by the hotel are implemented following the established Credit Policies & Procedures.

To ensure that all catering contracts follow the established Hotel Policies & Procedures and are based on sound commercial judgment.

To ensure correct booking procedures are applied in relation to group room allocations, meeting set-ups, catering terms and contractual agreements.

To ensure that all events are carried out in an innovative and stylish fashion that reflects positively on the customer's event and remains a positive brand contact for Park Hyatt Abu Dhabi.

To maintain complete and supported records of all sales agreements, contract and quotes for the hotel as per Park Hyatt Abu Dhabi Hotel and Villas procedures.

To entertain potential and current customers based on business priorities

To attend and participate in site inspections.

To have a good understanding of contribution margins for each product and work with respective heads of departments to maximize Operating results.

To achieve targets in terms of number of Group Room Nights, Average Rate, Banquet Covers and revenue as set by the Director of Sales & Marketing and Director of Sales.

To be demanding and critical when it comes to departmental standards

Maintain confidentiality on work issues

To maintain a good rapport and working relationship with staff in the department colleagues and all other departments.

To attend and contribute to all staff meetings Departmental and Hotel trainings scheduled and other related activities.

To fully support the Departmental Training Function in the Department assigned.

To undertake any reasonable tasks and secondary duties as assigned by Director of Sales

To respond to any changes in Sales function as dictated by the market and the hotel.

To project at all times a positive and motivated attitude and exercise self-control.

To handle guest and colleague inquiries in a courteous and efficient manner and report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up with guests.

### **Qualifications**

Minimum 2 years work experience in government, weddings, and MICE segment or in a similar role in a luxury international brand hotel within UAE.

Good understanding of selling techniques and banquet knowledge.

Ideally already based in UAE.

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