



## **JOB DESCRIPTION**

**Job title:** Hotels Sales Coordinator (Corporate Club)

**Department:** Hotel Sales

**Reporting to:** Group Hotels Revenue & Sales Manager

### **Main Purpose:**

To act as the main point of contact for all members of the Hotels Corporate Club, provide cover for reservations assistants as required and work with the Reservations Manager in ensuring Christmas is promoted, sold and all relevant administration undertaken to ensure the smooth and efficient running of Christmas functions..

### **Summary of Duties and Responsibilities:**

1. To act as the main point of contact for all Hotel Corporate Club members ensuring all bedroom bookings and conferences are processed accurately, up-selling the services of the Group at every opportunity and deal with all administration associated to the running of Corporate Club.
2. To administer vouchers from the Corporate Club for bookers, keeping running totals up to date, provide reports of points as appropriate and issue vouchers to Bookers within appropriate timescales.
3. To liaise with the Marketing function to ensure that the Corporate Club website is kept up to date and co-ordinate fresh offers as and when required.
4. To produce typewritten reports, letters and deal with all correspondence associated to the department within appropriate timescales.
5. To maintain and update sales databases within appropriate timescales.
6. To provide full administrative support to the Hotels Sales Manager including collating information for monthly Hotel P&L meetings on time.
7. In the absence of the Hotels Sales Managers, to keep up to date with all aspects of local sales, so that accurate information is provided.
8. To organize and attend bookers events, monitor their success and ensuring follow up calls are conducted.
9. To provide cover for the Reservations Assistants during busy periods including providing cover during holidays and or absence.
10. To assist the Reservations Manager in ensuring Christmas functions are promoted, take bookings, upsell additional services and ensure all administration associated to Christmas parties is undertaken accurately and timely. This may include working on some functions as and when necessary.
11. To assist and support the wider hotel sales and reservations teams as and when appropriate, taking bookings, updating the system and dealing with any other enquiries relating to bookings.
12. To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
13. To act in accordance with all Health and Safety and hygiene regulations and to adhere to the Company's Health & Safety Policy.
14. To attend all statutory training as and when requested.
15. To behave in a friendly and hospitable manner to all clients and staff.

*This job description is not exhaustive and duties and responsibilities will vary from time to time. The post holder may be required from time to time to carry out reasonable tasks requested by management.*