



POSITION DESCRIPTION

Our Mission

Exceptional individuals delivering exceptional experiences

Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.
We will be a destination that every discerning traveler aspires to stay at and
that every hospitality professional aspires to work for.

Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

Core Values

Social Responsibility to the Community
A Passion to Deliver Exceptional Guest Service
Commitment of Flawless Attention to Detail
Nurturing Continuous Self-improvement

Department: Sales

Date Revised: January 2010

Position Title: Sales Manager - Corporate

Property: Vintage Hotels

Reports To: VP of Sales and Marketing

Position Summary: Performs the sales functions and interacts with potential guest and/or clients within the Group Corporate Market for the Millcroft Inn and Spa located in the Village of Alton, Caledon as well as the Glenerin Inn, located in Mississauga.

Duties and Responsibilities:

Primary Responsibilities:

- Providing personalized and exceptional guest service at every given opportunity.
- Responsible for generating business from assigned markets through the development of strong business relationships with existing and new clients.
- Gathers referrals from existing clients and meeting planners from assigned markets.
- Attends hospitality-related trade shows, events, FAMS, and special events as required.
- Responsible for responding to inquiries from initial call to point of sale.

PrinceWales | QUEENS LANDING | pILLar-POST
MILLCROFT INN | GLENERIN INN | MOFFAT INN

- Actively solicits new and existing business through phone calls, personal calls and diligent sales techniques and solicitation.
- Meets with clients to inspect property locations and follows up on requests.
- Ensures proper communication with clients via email, proposals and contracts.
- Maintains an active client list and pursues new business contacts at every opportunity.
- Ensures that clients receive the highest quality of attention to their requests by monitoring, guiding and following up on incoming sales inquiries.
- Responsible for conference room revenue management through effective planning and scheduling of conference room activities.
- Ensures administrative functions are being performed within the operating budget guidelines while securing the highest quality of Guest service.
- Meeting established up-selling and sales goals.
- Having a thorough knowledge of Vintage Hotels' products and services.
- Suggesting additional product and services meeting our guests' specific preferences.
- Assessing guests' individual needs to meet standards for additional products and services.
- Actively seeking ways to meet guests' product or service needs.

Secondary Responsibilities:

- All other duties as assigned.

Health and Safety Responsibilities

- A worker shall,
 - (a) work in compliance with the provisions of the Occupational Health & Safety Act and the regulations.
 - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
 - (c) Report to his/her employer or supervisor the absences of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
 - (d) Report to his/her employer or supervisor any contravention of the Occupational Health & Safety Act or the regulations or the existence of any hazard of which he/she knows.
- No worker shall,
 - (a) remove or make ineffective any protective device required by the regulations or by his/her employer without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
 - (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself/herself or any other worker; or
 - (c) engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct.
- Comply with all Vintage Hotels health & safety policies.
- Do not operate any equipment/machinery without given proper instruction and authority to do so.
- Horseplay and running will not be tolerated at any time.
- All personal protective equipment will be properly worn.
- All personal protective equipment will be worn in the appropriate departments.
- Do not climb any of the racking systems.
- Do not ride on the automatic or manual conveyor systems.
- All long hair must be tied up in order to prevent entanglement in machinery.
- Do not put any foreign objects (body or innate) into the machines.
- Do not remove any machine guards.
- All safety signs must be adhered to.
- Smoking is not permitted on Company property.
- Always ensure that workplace accident/injuries are reported immediately to a Manager/Supervisor.

- Failure to comply will result in the application of the Human Resources Standard & Procedure “#C.15 Progressive Corrective Action”.

Professional Requirements:

- Minimum of 5 years senior sales experience in the hospitality industry.
- Proven ability to negotiate in a diplomatic, tactful and professional manner.
- Superlative sales skills including prospecting through needs assessment, probing, overcoming objections and closing techniques.
- Knowledgeable of catering (on-site/off-site) and conference group event planning.
- Proficient in currency conversion specifically with Canadian to U.S. currencies when required.

Personal Attributes:

- Above average interpersonal skills.
- Communication skills both oral and written.
- Pleasant, outgoing personality with a strong hospitality orientation.
- Diplomatic telephone manner.
- Professional appearance and demeanor, positive and proactive attitude.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.