



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

Property: Vintage Hotels

Reports To: VP of Sales and Marketing

Position Summary: Performs the sales functions and interact with potential guest and/or clients within defined territories in a courteous and professional manner.

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.
- 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 2-3 years sales-related 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.

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.