

## Sales Coordinator

### **Reporting Relationships:**

**Position Reports to** General Manager, Director of Sales, Sales Manager.

**Equivalent management staff:** Front Office Manager

**Subordinate staff:** N/A

### **Basic Functions:**

The Sales Coordinator assists the Group Sales Manager and DOS. Responsible for in-house sales, coordinating meetings, special client requests, administrative duties and telemarketing. The Sales Coordinator is responsible for developing BEO's with clients and assisting in the creation of group contracts. In addition the Coordinator builds the weekly BEO meeting and Operations meeting report and presents on a weekly basis to the Operations team. The Sales coordinator acts as the main liaison between the Sales and Operations departments, ensuring important communication occurs.

### **Essential Functions:**

- Provide the highest quality of service to the guest at all times and anticipate and exceed guest expectations.
- Build room blocks and house accounts in FOSSE and Delphi and maintain by tracking weekly.
- Maintain good rapport with clients. Work closely with other departments to coordinate details, special requests and VIP arrangements.
- Prepare all Sales correspondence and reports. Facilitate completion of proposals and process contracts.
- Assist in internet and direct mail projects, establish and maintain sales files, production reports and trace system.
- Maintain and replace office supplies, as needed, including sales collateral.
- Prepare and distribute group resumes/BEO's to other departments as necessary.
- Handle inquiry calls; send appropriate collateral or direct calls to sales management staff as necessary.
- Handle walk-in and scheduled site tours as needed.
- Handle meeting room requests for small groups of 20 or less.
- Coordinate and assist in the delivery of requested equipment and food for meeting rooms.
- Prepare bills and code invoices for meeting room equipment, food, etc. and submit on a timely basis for approval and processing.
- Attend department and staff meetings as well as conducting the BEO meetings.
- Be knowledgeable of hotel staff, room locations, room rates, and amenities, selling strategies, discounts and frequent guest program benefits for hotel.
- Post points after the group has checked out for any groups that requested such.
- Other tasks as specified by the Director of Sales.

**Qualifications:**

***Knowledge***

1. Previous hotel experience required
2. Commitment to quality customer service, and food and beverage knowledge.
3. Basic math skills.
4. Fluent knowledge of English both oral and written.
5. Knowledge of basic training/hiring techniques.

***Skills/Aptitude***

1. Professional communication skills, oral and written.
2. Ability to work in a high-energy and demand environment.
3. Organization and leadership skills.
4. Demonstrates strong leadership skills and is a team player.
5. Works well under pressure.
6. Can effectively solve problems.
7. Able to take direction.

**Please send your resume to [Olga.Maciques@marriott.com](mailto:Olga.Maciques@marriott.com)**