



Managed by:



Sales Manager | Hyatt Place & Hawthorn Suites by Wyndham

Locations:

Hyatt Place College Station
1100 University Drive East
College Station, TX 77840

Hawthorn Suites by Wyndham College Station
1010 University Drive East
College Station, TX 77840

Company Overview:

Oldham Goodwin Group, LLC is a fully-integrated commercial real estate investment, brokerage, and management company with assets throughout the state of Texas. Our advantage and longevity in the market is primarily due to our full-service platform—investment, brokerage, management, and sales of a wide range of commercial assets for consistently better returns. Our clients range from limited investors, to real estate development professionals, to existing commercial property owners. Strategically headquartered within the heart of the Texas Triangle in Bryan/College Station, Oldham Goodwin has additional offices to serve the Houston, San Antonio/Austin, Waco/Temple/Killeen, and Dallas/Fort Worth markets.

Position Overview:

This is an entry to mid-level hotel sales position at the Hyatt Place College Station and Hawthorn Suites College Station. These hotels combine for 172 rooms and 2,000 sq feet of meeting space. Prior hotel sales experience as either a manager or a coordinator, an outgoing personality, and attention to detail are key. The position will focus on group sales, administration, and the execution of events. The Sales Manager serves as the hotel representative to prospective clients and customers who are in need of lodging, meeting space, and food and beverage service. The Sales Manager responds to inquiries, initiates new sales, prospects and qualifies leads, entertains clients, conducts site visits, determines rates, prepares proposals, negotiates contracts, services accounts, and analyzes lost business for the hotel. This person works with various departments to ensure requested services are provided to customers and will report to the Director of Sales. The Sales Manager must have adequate computer skills and possess the ability to learn and implement new software systems accordingly.

Responsibilities/Duties:

- Maintains timely and effective communications with the General Manager, Director of Sales, and hotel staff regarding all groups.
- Maintains timely and effective communication with the Front Office and Revenue Departments regarding group rooms business.
- Researches local competition and is knowledgeable of hotels within our comp set.
- Pulls daily arrivals targeting all in-house guests for referrals and leads.
- Ensures proper profiles are on reservations for corporate and National account tracking.
- Maintains a positive image for the hotel in the marketplace, and participates in community affairs.



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- Assists all Walk-in customers with a complete site inspection of the hotel.
- Will be primary onsite contact for all groups (will be here to meet group on site contact prior to the start of their meetings).
- Performs all other related duties/projects/reports as assigned by the Director of Sales.
- Exercises the hotel's policies and procedures in accordance with the above responsibilities.
- Understand the overall market; competitor's strengths and weaknesses; economic trends; supply and demand; and how to sell against them.
- Proactively solicit potential new account opportunities through telephone solicitation, at times networking through organizations, conducting internet research/prospecting campaigns, attending tradeshow and/or client events when applicable; and participating in concentrated sales efforts in all market segments.
- Maintain accurate and updated accounts/information in the sales software system.
- Build and maintain rapport with customers throughout the sale process.
- Ensures that all DEFINITE bookings have proper signatures on letters of agreement, variances and hotel commitments for all bookings.
- Process all RFPs and leads – respond to all customer inquiries in a timely and effective manner.
- Perform other duties as assigned to meet business needs.

Qualifications:

- Driven sales acumen. Energetic, proactive, takes calculated risks, and perseveres to attain goals. Possess an extensive knowledge of sales, marketing, revenue management and budget analysis capabilities with a demonstrated ability to apply these principles and methods through strategy and tactics.
- Excellent communication skills. Skilled at establishing effective relationships with customers and internal partners; promoting openness, trust and confidence in one's intentions. Requires effective reading, writing and oral comprehension.
- Thorough understanding of hotel revenue management. Knowledge of total hotel revenue management concepts, processes and strategies (including sales cycles and trends, account management, pricing, and inventory management).
- Service orientation. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.



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- Must be able to close the sale and meet aggressive sales targets.
- Excellent verbal and written communication skills and organizational skills are very important.
- Must be able to think clearly, analyze and resolve problems, while exercising good judgment. You must also be able to remain calm and courteous in demanding situations.
- Must have thorough experience with professional selling skills: opening, probing, supporting, and closing.
- Must possess exceptional negotiating skills.
- Must be proficient in general computer knowledge and able to train and monitor the process of sending referrals, setting traces and profiling accounts. Experience in a CRM, is preferred, but not required.
- Must have own reliable transportation and possess a valid state driver's license in order to make sales calls.
- Be able to represent the hotels and Oldham Goodwin Group with the highest level of integrity and professionalism, a service-focused approach, and a caring, sincere attitude at all times.
- Strong understanding of customer and market dynamics and requirements.