



Job Description

Position Title: **Executive Meeting Manager** Department: **Sales**
FLSA: **Non Exempt** Typically Reports To: **Director of Group Sales/Director of Sales And Marketing**

JOB OVERVIEW: The Executive Meetings Manager is responsible for selling and servicing group room catering business from all markets regions. Meet and exceed expected revenue goals set for on a monthly, quarterly basis while maintaining strong clients relationships.

DUTIES AND RESPONSIBILITIES:

- Duties also include selling group rooms and working with catering to sell food and beverages services to customer groups, Managing accounts, conducting site inspections, soliciting and generating new and repeat business. Responsibilities also include event detailing, preparing group briefs, and working with operations staff to ensure high level of customer satisfaction.
- Will also participate in sales and other staff meetings. Also works as a team member with sales and catering staff in close contact with assigned Administrative Assistant and other support staff.
- Participation in daily sales meeting, pre-convention meetings, training and other sales related meetings as required.
- Work with other departments within hotel to provide quality service to customers.
- Attend trade shows, community events and industry meetings
- Develop/maintain knowledge of market trends, competition and customers.
- Professionally represent y the hotel in community and industry organizations and events.
- Participate as team player with all departments.
- Assist with reports and/or competition data collection.
- Follow the principles of CARE and the Four Description of Associate Success.

QUALIFICATIONS AND REQUIREMENTS:

High School or equivalent education required. Bachelor's Degree preferred.

- An understanding of both monthly forecasting and the annual budget process.
- Understand the importance of raising the meeting planner evaluation scores and implement effective methods to ensure exceeding meeting planner satisfaction.
- Optimize room rental charges.
- Consistently participate in the re-booking of repeat business by having a track record of long term client relationships.
- Thorough knowledge of sales techniques including strong closing skills as well as negotiating skills.
- Comfortable with hotel site inspections and client presentations.
- Excellent creative skills to provide innovative set-ups, menus, and functions for groups. Ability to generate creative and innovative menus while working closely with Chef on pricing specialty menus.
- Work closely with banquet department on operations and event execution. Ability to quickly evaluate alternatives and decide on a plan of action. Provide overall direction, coordination, and ongoing evaluation of operations. Detailed execution of all banquet event orders generated by the Convention Services Department.
- Experience providing Audio/Visual equipment and operating Audio/Visual as a profit center.
- Excellent knowledge of computers, specifically Ci/Ty, Word and Excel. Monitor group room blocks and pick up, generate detailed resumes for the operating departments.

- Ability to work with outside vendors to ensure client satisfaction for all events/groups.
 - Comply with attendance rules and be available to work on a regular basis.
 - Perform any other job related duties as assigned.
- **Experience, Skills and Knowledge**
 - Prior experience in the field of hospitality with specific experience in catering sales is essential.
 - 1+ year within the Hospitality Industry required.
 - Must have experience at a similar size and quality hotel.
 - High School Diploma required; Bachelor's Degree preferred.
 - Must possess computer skills, including, but not limited to, use of Microsoft Word, Excel, and Ci/Ty.
 - Knowledge of sales skills, revenue management, training, and motivation of peers.
 - Knowledge of hotel features, benefits, and competing hotels within the market.
 - Ability to execute appropriate action plans.
 - Knowledge of hotel operations, including marketing plans, security and safety programs, personnel and labor relations, preparation of business plans, repairs, maintenance, budget forecasting, quality assurance programs, hospitality law, and long-range planning.
 - Ability to work effectively under time constraints and deadlines.
 - Command of the English language both written and verbal.

Work Area: Must work tasks are performed indoors. Temperature is moderate and controlled by hotel environment systems.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Employee Name (Print)

Employee Signature

Date