



## Cardo Hotels – Group Sales Coordinator

### Group Sales Coordinator

**Job title:** Group Sales Coordinator

**Reports directly to:** Director of Sales

#### Overall Job Purpose

We are seeking a strong and enthusiastic GROUP SALES COORDINATOR based in Rome to join our growing Team

#### Qualifications, Skills & Experience

- Fluent in both Italian-English
- Affinity with a more refined lifestyle
- High level Excel, PowerPoint, and Word

#### Candidate profile

##### Education and Experience

- Minimum 1-year experience in similar role in comparable property with sizeable rooms and meeting spaces.
- This is the ideal role for someone wanting to develop a career in the hotel sale & marketing department. While the primary responsibilities are administrative, you will gain exposure to both reactive and proactive sales, as well as an understanding of all market sectors (MICE, corporate and leisure) and support with data analysis, qualifying leads and assisting in show rounds and sales events.

#### Preferred:

- Has demonstrated the ability to always work on behalf of Guests
- Has demonstrated the ability to work with other Team Members

## **Principal Accountabilities**

- Responsible for providing coordination and providing full administration and operational assistance to the sales team.
- Conduct sales researches and collect data to prepare reports and documents
- Identify new contacts, develop sales leads, and respond to sales opportunities in order to maximise revenue
- Be the first point of contact for all sales related enquiries, providing administrative support liaising with other hotel departments and maintaining the relevant aspects of the sales databases.
- Assist in qualifying leads, sending out sales proposals, converting enquires working closely with the sales team
- Assist with preparation and follow-up of sales trips, clients events, workshops
- Proactively look for new sales opportunities and cross-sell at all times
- Conduct client site inspections of the property
- Coordinate with all the hotels and specific departments within the hotel to ensure distribution of important information
- Provide administrative duties as required by Director of Business Development. Assist with preparation and follow-up of sales trips
- Provide support in updating sales materials (promotional flyers, sales demo kit.) and update customer database
- Create and manage Company and Travel Agent profiles on the property management system.
- Track enquiries and revenues in line with the processes in place

## **Providing Exceptional Customer Service**

Supports the company's service and relationship strategy, driving customer loyalty by delivering service excellence throughout each customer experience.

Serves our customers in order to grow share of the account.

Executes and supports the company's customer service standards.

Provides excellent customer service consistent with the daily service basics of the company.

Sets a positive example for guest relations

Interacts with guests to obtain feedback on product quality and service levels.

<http://cardohotels.com/>