

Director of Sales at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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The Fairmont Norfolk is a historic hotel in Nairobi, Kenya and is owned by the luxury hotel chain, Fairmont Hotels and Resorts. The hotel has rooms, 4 restaurants, and consists of 5 main blocks, each ranging from 1 to 2 stories high. The hotel has a signature Tudor style of architecture that has been maintained since its original construction.

What's in it for you:

Employee benefit card offering discounted rates in Accor worldwide

Learning programs through our Academies

Opportunity to develop your talent and grow within your property and across the world!

Ability to make a difference through our Corporate Social Responsibility activities, like Planet 21

What you will be doing:

Reporting to the General Manager, responsibilities and essential job functions include but are not limited to the following:

The Director of Sales prospects and sells to individual and third party accounts on behalf of the hotel in accordance with the objectives established in the revenue budget. The Director will ensure that sales activities, top accounts and bookings are focused to yield maximum revenue per available room.

Responsible for driving group business through direct sales efforts, telephone solicitation and prospecting.

Develop accounts (new and existing) by mapping specific business and buying tendencies. Include group profile for each meeting; maintain organized and professional plan for correspondence and follow up.

Perform daily outreach to new and existing accounts/customers in defined geographic region.

Utilize creative and modern sales tools and tactics.

Conduct tours of property with meeting planners and other potential customers while informing of all hotel services available. Entertainment of customers on property, during site inspections, pre-planning trips, and program operation when appropriate.

Negotiate contract specifics to achieve maximum profitability while satisfying customer needs.

Actively participate in industry related organizations and local community events to develop and maintain business.

Attend tradeshow, familiarization trips, and make presentations to potential customers.

Maintain efficient and detailed notes in Opera.

Assist in creating and implementing group marketing strategies.

Work closely with conference services and catering through execution of definite program; keep all parties fully informed of all problems or unusual matter so prompt corrective action can be taken where appropriate.

Achieve quarterly and annual room night and revenue goals.

Your experience and skills include:

Minimum year college/university degree.

Minimum 4-6 years of related experience group sales experience with a premium hotel.

Must have solid selling and interpersonal skills and demonstrate the energy and commitment to meet and exceed personal goals.

Possess excellent written and oral communication skills.

Ability to multitask and work under pressure.

Strong computer skills and knowledge of MS Office Suite Programs, Opera knowledge preferred.

Responsible for taking independent action, developing strategies, and making quick decisions in a proactive and competent manner.

Strong management, organizational, and presentation skills required.

Familiarity with virtual tools for the purpose of sales & customer engagement.

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