

Director of Sales – Leisure 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.

Summary

The Director of Sales, Leisure will be responsible for recapturing the glory of old while also leveraging the dynamic aspects of the Hotels and the market that will result in re-establishing our status as leading luxury hotels. With a strong focus on Luxury combined with strong sales expertise, you will lead a large team of sales experts in maximizing performance for the Hotels. This includes overseeing the generation of all revenues consistent with hotels and company objectives and the implementation of sales performance management systems.

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:

Responsible for the KEY Leisure and Wholesale Accounts for the Kenya Fairmont Hotels in the leisure and wholesale markets.

Synergize client relationships and activities to optimize revenues.

Develop and execute plan of sales activities to achieve all objectives outlined in the annual plan to exceed personal sales goals, monthly, quarterly, and annually

Building and maintaining relationship with key travel agency partners (Virtuoso, Amex Fine Hotels & Resorts, Signature Travel, etc.) as assigned

Building and maintaining relationship with key Wholesale partners as assigned.

Responsible for the development of new business for Fairmont hotels.

Proactively develop relationships with local partners and establish a reputation for the hotel within the community.

Develop lead sources and rapport with key personnel, ACCOR Global Sales Office sellers, on property sellers, and assigned client base.

Ensure rate negotiations are within the established parameters.

Prepare weekly, monthly, quarterly and annual reports as required.

Develop and implement quarterly action plans utilizing strategies and long term goals based on market and competitive intelligence.

Organize and participate in appropriate sites, FAM's, and industry trade shows.

Coordinate and financially manage effective sales trips and appointments within assigned markets, including timely follow up and trip reports.

Maintain active membership in industry related organizations and associations pertaining to market.

Be an active member of the Revenue Management team to determine strategies to optimize revenue opportunities, and implement initiatives to drive revenue.

Utilize computer software applications to effectively track, solicit, book and follow up on accounts in a proactive manner.

Work closely with hotels General Managers and operational departments to ensure exceptional service delivery.

Support and encourage positive team approach.

Implement directives as outlined from the Cluster Director of Sales

Uphold the highest standard of internal and external customer service at all times.

Perform any and all other tasks as assigned

Your experience and skills include:

Proven experience in sales, preferably in the hospitality industry, with a strong focus on the leisure & wholesale market in a luxury hotel brand

At least 5 years working experience in a similar role with strong knowledge of the Kenyan Hospitality market.

Excellent negotiation skills.

Ability to build and maintain relationships with clients.

Strong organizational and planning skills.

Experience in City, Resort and remote destination sales

Experience working in the International market is an asset

Bachelors Degree and/or Hotel Management Degree is an asset

Ability to develop relationships with all levels of clientele, and interact with people from different cultures and backgrounds

Astute attention to detail

Excellent communication skills, both written and verbal

Valid driver's license.

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