

## EN – MICE Manager at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: other-general

### **Job Description**

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.

### **MICE Manager**

Through your passion and motivation, you sell memorable experience to guests who stay in your property. You are professional and knowledgeable about your property, and you build strong relationships and create bond with your guests.

### **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 Director of Sales responsibilities and essential job functions include but are not limited to the following:

Maintain professional sales standards while maximizing revenues

Meeting with the bookers and meeting planners and ensure a smooth service oriented events sequence

Going out for sales calls with the aim of maximizing the departments revenue

Drawing up and sending out event proposals and contracts and ensure the adherence of the payment procedures and policy is followed fully

Draw up and distribute all necessary reports required daily, weekly and or monthly

Participate in the communication meetings scheduled for the department

Blocking and booking of events and meeting space and management of the OPERA sales and Catering system

Accurate and complete entry and configuration of all necessary data into the OPERA sales and catering system

Participate in the daily sales lead meetings, weekly REVMAX meetings as well as Credit meetings when necessary

Adherence to all the Fairmont sales guidelines and timescales for the Catering Sales area, and if necessary in consultation with the DoS when drawing up special prices

Full knowledge of all products and services especially revenue generating areas

Full knowledge of the Hotels Conference packages, F&B offerings, Rate structures for accommodation, Presidents Club, among others

In the absence of the Catering Sales Executive and the Food and Beverage Coordinator, establish and maintain necessary procedures to ensure other departments are completely informed, i.e., prepare and distribute all BEO's for all events happening in the meeting rooms as well as Outside Catering, prepare and distribute all the change logs, preparing and distributing the functions daily events, and prompt distribution of last minute changes to affected departments

Efficient usage of all systems and good maintenance, know all the functions of the computer system

Achieve/succeed the budgeted/forecasted financial plan for the Catering Sales and Banquets department

Attend scheduled meetings and training geared towards enhancing efficiency at work and enhancement of self-development

Be the ambassador of the Hotel by ensuring that the image presented in the manner of dressing and grooming is consistent and at a standard that reflects Fairmont

### **Qualifications**

Your experience and skills include:

Good Knowledge of Marketing, negotiating and sales procedures associated with the hotel industry

Excellent written skills sufficient to produce sales and marketing communication that properly reflects the Fairmont image

Excellent spoken and presentation skills as well as considerable ability to listen effectively

Ability to work effectively both independently and as a team

Ability to manage multiple projects, meet and work effectively under time and resource constraints

Good knowledge of Food and Beverage, menus, wines etc

Excellent computer skills with Word, Excel, Outlook and knowledge in OPERA Sales and Catering System

Flexible, with the ability to work additional hours as required, including shift work, weekends and public holidays when required

Able to exercise effective judgment, sensitivity, creativity to changing needs and situations.

Able to establish and maintain healthy working relationships with people in course of work.

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