



Position:
Hotel Sales and Banquet Coordinator

FLSA:
Exempt

Reports to:
General Manager

POSITION DESCRIPTION:

To convert inquiries from potential customers into booked business with selling technique. To ensure all aspects of the booking including guest room and banquet contracts are completed and executed properly. To maintain Key Accounts and Target Accounts on a Max 50 document as well as insure proper handling of Multi List accounts assigned.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

NOTE: Riverwind Hotel, LLC. ® may change the requirements of this job description at any time. These include, but are not limited to the following:

- For inbound calls – analyzes requirements of function, outlines available hotel facilities and services offered, and quotes prices.
- Verifies reservations by letter, draws up rooming contract and obtains signatures, and insures room block is entered by reservations department.
- Confers with customer and hotel department heads to plan function details, such as space requirements, publicity, time schedule, food service, and decorations.
- Serve as convention advisor or coordinator to minimize confusion and resolve problems, such as space adjustment and need for additional equipment.
- Prepare and mail advance brochures to prospective customers.
- Ensures required number of prospecting calls are made weekly and monthly.
- Ensure personal sales goals assigned are achieved quarterly for both guest room revenue and banquet revenue.

OTHER DUTIES AND RESPONSIBILITIES:

NOTE: These include, but are not limited to the following (additional responsibilities may be assigned as necessary):

- Understand principles relating to the product you are selling.
- Organize your own activities to make the best use of your time and effort.
- Express yourself well when talking to potential customers to discuss features of the hotel and its services, and convince the other person of both your knowledge and integrity.
- Use arithmetic in computing the cost of sales to customer.
- Maintain enthusiasm and interest throughout all conferences with potential customers and current accounts.
- Maintain accurate files as indicated.
- Data – Coordinating – Determining time, place, and sequence of operations or action to be taken on the basis of analysis of data; executing determination of and/or reporting on events.
- People – Persuading – Influencing others in favor of the hotel, its facilities and services.

REQUIRED QUALIFICATIONS (INCLUDES EDUCATION, SKILLS AND EXPERIENCE):

- Must be 18 years of age or older
- High School Diploma
- One year Front Desk Experience, one year Banquet Operations or secretarial experience
- One year direct sales experience
- Excellent oral and written communication skills
- Mature judgment and professionalism in handling all matters
- Ability to read and understand information and ideas presented in writing
- Excellent organization and problem-solving skills
- Excellent reasoning development
- Ability to compute discount, interest, profit and loss; commission, markups and selling price; ratio and proportion, and percentages.
- Ability to calculate surface, volumes, weights and measures.

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Reaches, bends, stoops, lifts, carries and pushes.
- Lifts and carries supplies and cases, weighing up to 50 lbs.
- Essential hand/eye coordination
- Work is normally performed in a typical interior hotel, restaurant/bar/casino work environment
- Noise level is moderate to high
- Moderate or high exposure to cigarette smoke when on property
- Limited exposure to physical risk
- Moderate physical effort required

I have read the above position description and can perform the duties and responsibilities described.

Employee Signature

Date

Employee Name Printed