



THE *Fairmont*
HAMILTON PRINCESS
BERMUDA

Closing Date: October 11, 2012

Where our colleagues provide WOW experiences that create lasting memories for ALL our guests!

BUSINESS TRAVEL SALES MANAGER

We are looking for a dynamic, results orientated individual with high energy who reporting to the Director of Sales and Marketing will be responsible for generating new business and growing existing accounts, to meet and exceed established corporate room night and revenue goals.

Responsibilities:

- Provide warm, sincere and engaging service that ensures Guests feel valued
- Treat each and every Guest as a unique individual
- Anticipate Guests' needs with thoughtful and personal touches
- Resolve Guest problems and never say "no" without offering an alternative
- Be an ambassador for the Brand, Hotel, Community and Colleagues
- Be guided by Fairmont core values; respect, integrity, teamwork and empowerment
- Work with Director of Sales and Director of Revenue Management in creating and establishing sales action plans and monthly business travel forecast
- Maintain high standards of personal appearance and grooming, which include adhering to the proper dress code and wearing name tag while working
- Actively participate in discussion and contribute recommendations for yielding strategies in rooms
- Review and disseminate monthly tracking of accounts
- Responsible or jointly responsible for conducting annual customer appreciation party
- Work with the Fairmont Global Sales Office network to gain maximum production from key accounts
- Active member of the revenue maximization team
- Create and develop ongoing promotional program and newsletter
- Responsible for meeting and exceeding personal sales room revenue booking goals, monthly, quarterly and yearly
- Entertainment of clients as appropriate at hotel during site inspections and over meeting dares and actively with client to build and strength relationships
- Utilization of the Opera Sales system in compliance with Fairmont Hotels and Resorts and Fairmont Hamilton Princess
- Determine and recommend prospective customers from market Information/resources
- Develop and maintain prospecting lists
- Solicit corporate transient business through the preparation and execution of a strategic plan, and working action plans
- Independent responsible for achievement of sales call, quota, referral, and revenue objectives outlined in the action plans
- Within established parameters, quoting, and negotiating prices, confirming by written contracts, RFP's and Agreements
- Upon closing, coordinating and following up with reservations and/or other hotel departments to ensure delivery of hotel's promised services
- Prepare weekly, monthly, quarterly, and annual reports as required; Understand, compile, and being able to react to competitive intelligence information
- As directed, participate in tradeshows, conventions and promotional events within the hotel and trade related organizations; and Active participating in prescribed sales training
- Maintain positive relations with all Guests, Colleagues, and Global Sales Offices within respective business market
- Any other duties and projects as assigned.

Qualifications:

- A Bachelor's Degree and/or Hotel Management Degree would be an asset
- A minimum of three years hotel sales experience required
- Must possess a superb personality with an abundance of energy
- Excellent written and verbal communication skills essential
- Must be computer literate with knowledge of the following applications (Word, Power Point, Outlook, and Excel)
- Must be highly motivated, with the ability to work on their own initiative, produce accurate work and meet deadlines, whilst displaying a good teamwork approach
- Must be able to work well under pressure and have a great guest focused attitude
- Must be able to travel
- Strong Sales background with proven negotiation and business development skills, combined with an ability to close new business and manage complex relationships are essential
- Ability to multi-task and prioritize tasks and manage expectations
- Should also possess the ability to proactively and creatively resolve problems
- Must be able to work with and understand financial information and data, and basic arithmetic functions.

The successful candidate will be required to work additional hours including weekends and public holidays when necessary.

If you are interested in meeting the exciting challenges described above, please apply via our career portal at <http://www.fairmontcareers.com>.