



REMINGTON

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The Position	<i>Sales Representative Group</i>
Reporting Relationship	<i>Director of Sales</i>
FLSA Status	<i>Non-Exempt</i>

Position Summary:

To assist the sales team by accurately and efficiently performing the execution and coordination of details. Providing assistance in the sales process by qualifying and booking pop up inquiries when appropriate.

Responsibilities:

- Know your work schedule and follow it with a high degree of reliability.
- Work in a cooperative and friendly manner with fellow associates.
- Maintain professional attire and personal hygiene.
- Maintain a clean, neat and orderly work area.
- Perform your job according to standard operating procedures.
- Read, understand and follow all policies, procedures and practices as stated in the Associate Handbook.
- Inform management promptly of any work-related problems or guest complaints.
- Practice “aggressive hospitality” and provide guest satisfaction.
- Provide for a safe work environment by following all safety and security procedures and rules.
- Comply with all applicable federal, state and local laws and ordinances as they apply to the hotel, guests and associates.
- Know all emergency procedures (fire, severe weather, bomb threats, guest accidents/illness, etc.).
- Answer telephone inquiries, accurately transfer calls to appropriate Sales/Catering Associate, and take accurate and detailed messages.
- Assist in the sales effort by qualifying and when appropriate booking the business of pop up inquiries.
- Assist the sales team in the area of telephone prospecting and outside sales blitzes by contacting the clients from an established list developed by the sales team.
- Assist sales team retrieving rooming list, deposits and banquet guarantees when needed.
- Create banquet room door signs for groups in meeting rooms as well as maintain the reader board in the lobby with all group functions.
- Keep an up-to-date A/R Check Log.
- Order office supplies for sales office as directed by DOS.
- Prepare sales kits for sales team.



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- Make copies of room contacts, group resumes and rooming lists, BEO's, daily reports and client evaluation forms and other items as required; distribute to the appropriate departments.
- Maintain office filing system.
- Efficiently sort and distribute mail for the hotel.
- Assist sales and catering associates as needed.
- May perform additional duties as required.

Requirements:

- Ability to work independently, prioritize work and ask for clarification when needed
- Strong work ethic
- Excellent oral and written communication skills
- Proficiency with MS Word, Excel and PowerPoint
- Excellent organizational and time management skills, ability to take initiative and handle multiple projects simultaneously
- Accuracy, attention to detail and the ability to proof own work

Essential Functions:

- Able to communicate accurately and effectively in verbal and written form with guests and associates so as to respond accurately and completely to people to give directions, instructions, information, answer questions and provide service as required.
- Use arithmetic to calculate catering/sales figures.
- Stand, walk or sit for varying lengths of time.

Signature

Associate

Date