

Accor professions guide: Seminar and banquets sales manager (m/f)



What exactly does my mission involve?

- In charge of the sales, organization and smooth running of events
 - Manage customer relationships from the first contact to billing
 - Secure meetings and banquet(s) revenues in compliance with internal audit.
- Apply on line for the customer relation officer positions

This profession exists...

In most of the large hotel of the group around the world.

[Personality](#) | [Activities](#) | [Qualifications/Experience](#) | [Progression](#)

Good interpersonal skills
Commercial know-how
Flexibility and responsiveness
Dynamic
Autonomous and perseverance
Guest service oriented
A thorough and organized approach
Diplomacy and self control
Negotiation skills
Excellent presentation

Customer relation

Develop close relationships with customers
Ensure a high standard of service for customers for the meetings and events offered
Welcome customers and help foster loyalty
Remain with the customer throughout the whole event, ensuring that it runs smoothly.

Management

Help increase the department's revenue
Respect the sale strategy and budget
Prepare the department's invoices
Check customers' solvability and billing process

Professional techniques / Production

Have a thorough knowledge of the hotel's seminars and meetings offered

Draw up instructions for the event and send them to every department involved
Manage and update the customer database
Ensure that services are of a high standard and check that they comply with the specifications set up with the customer
Draw up a post-event qualitative report after the meeting

Commercial / Sales

Make suggestions for sales initiatives
Follow up sales and marketing actions for his/her sector
Monitor competition in the local area
Is able to prepare a personalized sales proposal within 24 hours

Professional training in marketing or hospitality and restauration
Fluent English (another language is appreciated)
Knowledge of desktop applications
Some experience in a customer contact position

Customer Relation Manager (m/f)
Hotel Manager Assistant (m/f)
Larger hotel or of a different brand
International mobility