

Hotel Sales Executive Job Description

- Make lists of potential clients and conduct surveys to identify customers actively seeking a hotel
- Contact customers via calls or arranged meetings to discover their needs and requirements
- Prepare and present sales proposal to potential clients, highlighting the best features and qualities of the hotel
- Provide customers with a list of available services and their accompanying prices and offer discounts when necessary
- Assist clients in selecting the most appropriate service that best meet their specifications and needs
- Oversee the booking and reservation of space in a hotel to ensure availability and proper arrangement
- Collaborate with other hotel staff to ensure clients have a good time
- Monitor the customer service quality of the hotel to ensure customers are tended to appropriately
- Conduct price negotiations with customers on behalf of the hotel management to reach a favorable bargain for both parties
- Process and facilitate requests for customized services such as room redecoration, equipment, and switch
- Coordinate and organize the details of an event such as catering, lodging, seating, and security
- Resolve and quell misunderstandings within a hotel premises
- Maintain contact with clients to obtain feedback and to discuss opportunities for future business deals
- Set annual budgets and implement strategies effective for achieving set targets
- Conduct assessment of sales performance to make necessary adjustments to increase patronage.