

NOBU HOTEL

BARCELONA

Position Description

Position Title: Director of Sales	FLSA Designation: exempt
Department: Sales and Marketing	Reports to: General Manager

Principle Responsibilities/Position Purpose:

Lead all sales strategies and actions necessary to exceed budgeted goals. Successfully manage his/her own market while closely leading the sales and event team on a day to day basis. Maintain and exceed Nobu Standards in order to maximize profits and ensure outstanding guest service.

ESSENTIAL FUNCTIONS

Average Percent of Time

- 45 % Develop and personally manage his-her segment (group or leisure tbd) from strategic planning to conversion to meet his-her own goals.
- 15 % Develop and implement sales action plans for the group, corporate, leisure and catering segments for the sales and event team: create goal setting and review both KSO's and team quarterly results
- 10 % Plan and implement Sales Force/Delphi and continue improving on existing sales standards while ensuring that the sales team follows all processes and standards in place
- 10 % Develop and maintain market trends and competitive set data knowledge to contribute to revenue strategies
- 10 % Manage relevant reporting of management and financial information for the sales and marketing departments including all month end reports, annual budget and annual commercial plan.
- 5 % Plan and manage sales and marketing resources according to agreed upon budgets
- 5 % Consistently maintains Nobu Hotel Barcelona's team informed on upcoming groups, events or VIP clients in a professional and concise manner to anticipate guests needs and create guest loyalty

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SUPPORTIVE FUNCTIONS

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the company.

- Lead and execute the sales portion of the annual budget and business/marketing plan
- Analyze forecast, cost, and revenue reports and make sales strategy decisions based on that information to ensure hotel's RevPAR and good positioning within the comp set
- Organize and participate in fam trips
- Plan and, on occasion, attend sales blitzes/missions for Nobu in key markets with qualified pretrip agendas and detailed post trip reports
- Attend mandatory meetings and contribute to these meetings in a professionally effective manner; regularly communicate with all team members.
- Participate in Manager on Duty programs, which may require occasional over night duty.
- Participate in community public relations for the hotel.
- Complete other duties as assigned by General Manager.
- Demonstrate positive leadership characteristics and act as a role model for staff members.
- Regularly research and remain current with Sales and Marketing trends.
- Participate in the recruitment and interviewing process of new colleagues and managers.
- Keep office clean and organized.

OTHER DUTIES:

Due to the cyclical nature of the hospitality industry, team members may be required to work varying schedules to reflect the business needs of the hotel.

Regular attendance in conformance with the standards, which may be established by Nobu Hotel Barcelona from time to time, is essential to the successful performance of this position.

Due to the industry that we are in a need will occur for each team member to provide "Lateral Service". Our goal is to ensure that we are maximizing customer satisfaction and as a result there will be times when our teammates in Operations will call upon us for support in order to ensure customer satisfaction occurs.

Assimilate into Nobu Culture Standards through understanding, supporting and participating in all elements of the Nobu Vision. Demonstrate working knowledge of the cultural standards.

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BARCELONA

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation.

- Ability to effectively communicate in Spanish and English both verbally and in writing in order to flawlessly carry out internal and external correspondence
- Proven leadership ability to influence, develop, and empower managers to achieve objectives with a team approach
- Ability to equally nurture positive and motivating relationships with the sales team and clients through consistent communication
- Excellent professional image and attitude including punctuality
- Ability to work independently even under pressure and stressful situations
- Strong attention to detail and excellent organization skills
- Ability to balance time and work efficiently on tight deadline: respect of deadlines a must.
- Ability to handle multiple priorities and projects effectively and on a timely basis
- Ability to ensure confidentiality of clients and hotel data at all times
- Experience in developing and maintaining customer base
- Proactive attitude to support and enhance the brand with creative ideas

QUALIFICATION STANDARDS

EDUCATION

Bachelors degree in hospitality or business preferred.

EXPERIENCE

Minimum of 5 years' experience with at least 3 years as a senior manager or director in sales within the hospitality industry

ESSENTIAL QUALIFICATIONS

- Excellent spoken and written communications skills in Spanish and English, Catalan is a plus, but not required
- Must have good understanding and experience of group, corporate, leisure and event markets and previous work experience in the Barcelona luxury lifestyle market
- Excellent computer skills including Microsoft Office. Opera and Delphi is a plus.

GROOMING

All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

NOTICE:

The hospitality business functions seven days a week, twenty-four hours a day. In addition, this is a hospitality business and a hospitable service atmosphere must be projected at all times.

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BARCELONA

I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION INFORMATION AND HEREBY STATE THAT I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB WITH OR WITHOUT REASONABLE ACCOMMODATION.

Colleague/Manager Name

Signature

Date