

NOBU HOTEL

BARCELONA

Position Description

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

Principle Responsibilities/Position Purpose:

Effectively develop and consistently carry out sales strategies for own market to reach personal booking goals and hotel overall financial objectives. Also support the sales team's overall objectives and contribute to the success of Nobu Hotel Barcelona's positioning within the competitive set of Barcelona.

Maintain and exceed Nobu Standards to maximize profits and ensure outstanding guest service.

ESSENTIAL FUNCTIONS

Average Percent of Time

30	%	Effectively and positively respond to incoming leads and RFP's to close all potential business while adhering to Nobu Hotel Barcelona sales standards
15	%	Plan and conduct site inspections with existing and prospective clients
15	%	Effectively prospect new accounts for each assigned segments to increase leads and grow client database
10	%	Effectively use Sales Force/Delphi while using existing sales standards to document all sales activities and grow Nobu Hotel Barcelona database
10	%	Develop and implement own sales action plans for each assigned segment to achieve personal and team financial goals (include KSO's)
10	%	Organize and conduct sales visits to assigned market(s) with qualified pre-trip agendas and detailed post trip reports
5	%	Gather, share and use market trends and competitive set data knowledge to contribute to team's revenue strategies
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 particular requirements of the company.

- Contribute to the development of the annual business/marketing plan
- Plan and manage sales and marketing resources according to agreed upon budgets (particularly for travel and hosted events or general entertainment)
- 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 the Director of Sales or 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.
- Maintain and develop corporate image and reputation
- 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.

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

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- Proven leadership ability to influence, develop, and empower fellow managers and colleagues to achieve objectives with a team approach
- Ability to equally nurture positive and motivating relationships with the rest of the sales team, Nobu Hotel Barcelona colleagues 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 4 years' experience in sales within the hospitality industry
(2 years as a manager)

ESSENTIAL QUALIFICATIONS

- Excellent spoken and written communications skills in Spanish and English, Catalan is a plus, but not required
- Must have good understanding of group, corporate and leisure markets and previous work experience in the Barcelona 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.

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