

Job Description

Department : Sales & Marketing

Designation : Sales Co-ordinator

Reports To : Director of Sales

Prime Function:

- ✓ Ensure:-
 - Sales administration
 - Tender / Proposal preparation
 - Quotations
 - MIS
 - Coordinate meetings
 - Research & Development.
 - Maintaining CRM database
 - Coordinate outgoing information
 - Client Relationship Management
- ✓ Plan & initiate action plan to approach and secure new business for the organization.
- ✓ Any matter which may effect the interests of **the hotel** should be brought to the attention of the Management.

Key Responsibilities:

People Management

- ✓ Establish and maintain seamless co-ordination & co-operation with all departments of Ibis & Novotel Bengaluru Techpark to ensure maximum cooperation, productivity, and guest service.
- ✓ Develop and maintain effective relationships with all the departments.
- ✓ Respond to queries by resolving issues in a timely and efficient manner.
- ✓ Ensure that all personnel are kept well informed of department's objectives and policies.
- ✓ Motivate and develop team to ensure smooth functioning of the department and promote teamwork.

Financial Management

- ✓ Identify optimal, cost effective use of the resources and educate the team on the same.

Operational Management

- ✓ Maintain a record of all clients and their profile.
- ✓ Organize regular visits in accordance to a predetermined plan.
- ✓ Prepare a monthly schedule to record all sales and other related activities for the preceding month.
- ✓ Closely observe matters pertaining to competition (sites, prices, services offered on a regular basis).
- ✓ Determine and recommend prospective customers by analyzing historical and other statistical information, and prepare customer call analysis reports.
- ✓ Handle additional responsibilities as & when delegated by the Management.

Hygiene / Personal safety / Environment:

- ✓ Ensures that the workplace and storage areas remain clean and tidy
- ✓ Respects the instructions and safety guidelines for the equipment (s)he uses
- ✓ Applies the hotel's security regulations (in case of fire etc)
- ✓ Respects the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste etc) and meets Novotel' ISO 14001 environmental commitments as applicable to the role, if the hotel is involved in the programme.

Key Contacts

| <i>Liaises with</i> | <i>Responsible for (as assigned)</i> |
|--|---|
| Sales & Marketing team Front Office team Reservations team | |

Occupational Health & Safety

Employee Responsibility

All employees to safeguard their health and safety, and the health and safety of others, in the workplace.

Replacement and Temporary Mission:

Be ready and responsible for any job, which may be assigned by the Management.

This job description is not intended to be an exhaustive list of all responsibilities skill, effort or working condition associates with the position. It is only indicative and intended to provide a description of the principle elements essential for the performance of the job. All job descriptions are subject to change.