

THE BENSON

PORTLAND

A COAST HOTEL™

The Benson Hotel, one of Portland's finest historic, luxury, boutique hotels is seeking a dynamic, experienced Group Sales Manager who can expand our already growing brand and drive revenue through prospecting and sales prowess. The position requires a team player with high-energy, positive, self-motivated individual with excellent verbal and written communication, innovative sales techniques, and strong closing skills.

The Group Sales Manager is responsible for meeting and exceeding sales goals. This position will focus on sales plan and strategy for Corporate/Convention/Association//Government/SMERF and other markets as defined by the DOSM for Group solicitation, managing key relationships, identifying new target areas in the Group markets with the goal of meeting and exceeding revenue goals for the assigned Hotel property/ properties.

This position must have excellent attention to detail and accuracy, good time management skills and a strong ability to multi-task and prioritize. Must have ability to adapt easily to change and work in a fast-paced environment. This position offers a lucrative bonus plan based on achievement of sales goals.

The Group Sales Manager essential functions:

- Create and execute direct a sales plan specific but not limited to the Corporate/Convention/Association/Government/SMERF and other Group markets, having a working knowledge of local and regional competition.
- Supervise and develop proposals and contracts.
- Responsible for generating top line revenue to meet or exceed budget expectations within the assigned Group market segment(s).
- Make outside sales calls and telephone prospecting sales calls to Local and National companies/organizations needing group blocks incorporating meeting/guestroom accommodations.
- Prepare and review reports for the Director of Sales & Marketing, Managing Director/General Manager & Revenue team to analyze Group trends.
- Accurately forecast all strong prospect, tentative and definite groups on an ongoing basis, paying attention to the forecasted average rate, complimentary units forecasted, and accurate room night forecast based on history and budget.
- Actively solicits, prospects, and qualifies new and existing accounts to meet/exceed revenue goals through phone solicitation, conduct outside sales calls, site inspections, client entertainment, RFP responses, and written communications.
- Monitor production of all top group accounts and evaluate trends within the Corporate/Convention/Association/Government/SMERF and other specific Group markets assigned.
- Develop networking opportunities through active participation in community and professional associations, activities, and events.

- Develop expertise in assigned group markets and be established as a leader within The Benson Hotel & Coast Hotels as well as in the community.
- Work with Sales Team and sister property sales teams to develop and maintain knowledge of market trends, competition, and customer base.
- Maintain daily communication and/or weekly reporting with the Director of Sales & Marketing regarding potential new business, lost business, sales activities, customer, and operational issues as well as assistance with daily/weekly or monthly responsibilities. Maintain accurate and timely account activities and relevant contact information in the property/company's sales system.
- Participate as directed in staff meetings, sales training, sales presentations, property tours, customer meetings, convention/trade shows, promotional events and business review meetings with team as well participate in industry events & sales blitzes with other Sales Managers and sister property teams.
- Develop and maintain best practices, policies, and service initiatives to achieve optimal sales service and client retention.

Job Requirements:

- Previous experience in a 4 to 5-star hotel along with the quality and services expectations associated with the luxury market.
- Requires a minimum of 2-year hotel sales experience.
Corporate/Convention/Association/Government/SMERF Group market experience preferred along with strengths in the National & local Portland markets.
- Requires knowledge of advanced sales techniques & yield management.
- Requires highly developed customer service skills.
- Delphi or other Sales & Catering Software program experience preferred.
- Multilingual skills are preferred but not required.
- Available on weekends and evenings, as needed.

Please submit cover letter with salary requirements and resume to Tracy Kalesse, Director of Human Resources, at tkalesse@bensonhotel.com

Coast Hotels is an Equal Opportunity Employer. We thank all interested applicants; however only those selected for an interview will be contacted.

Join us and be part of an exciting place to work!