

DOUBLETREE BY HILTON DECATUR RIVERFRONT

CATERING SALES MANAGER POSITION

Job Summary

Catering Sales Manager at the DoubleTree by Hilton Decatur Riverfront is responsible for soliciting and booking catering events to be able to drive incremental revenue for the hotel. Serves as the hotel representative to prospective clients who need to rent rooms, meeting space, audio-visual in addition to food and beverage service. Responds to sales inquiries, initiates new sales, prospects and qualifies leads and solicits potential clients, entertains clients, conducts site visits and answers questions, determines rates, prepares proposals, negotiates contracts, services accounts and analyzes lost business for the hotel. Develops and executes sales plans and strategies to exceed established revenue catering sales goals. Works with various departments to ensure requested services are provided to customers.

What will I be doing?

As a Catering Sales Manager, you will be responsible for:

- Perform new customer acquisition through research, referrals, networking and sales calls.
- Solicit, secure and respond to customer inquiries who need to purchase meeting space, food and beverage, audio-visual and ancillary services from the hotel
- Consult with returning groups by referencing Delphi to re-book past client events for upcoming conference.
- Host and entertain clients, conduct property tours, promote facilities and services and draft contracts
- Build and maintain customer relationships in order to understand their needs and business priorities.
- Provide excellent customer service to maintain relationships with current clients and acquire referrals for new clients.
- Communicate with and provide direction to team members and other departments to address client needs in accurate and timely manner.
- Respond to special guest requests in a timely, friendly and efficient manner
- Attend/run weekly BEO meetings and report any challenges reported by other departments
- Manage and close business negotiations and contracts with customers.
- Handle revenue tracking, monitoring, closing, and other related activities as needed.
- Coordinate with various
- Recommend process improvements to increase revenue targets.
- Set marketing and sales goals to achieve revenue growth.
- Update Catering Action plans & financial objectives monthly

- Facilitate the implementation of sales action plans related to catering initiatives as outlined in the Catering Action Plan & Annual Marketing Plan
- Stay current with trends in client marketing and identify new opportunities.
- Attend trade shows and other promotional activities for product launches and specials.
- Adhere to and enforce the standard operating procedures developed for catering and sales departments

What are we looking for?

Since being founded in 1919, Hilton has been a leader in the hospitality industry. Today, Hilton remains a beacon of innovation, quality, and success. This continued leadership is the result of our Team Members staying true to our Vision, Mission, and Values. Specifically, we look for demonstration of these Values:

- Hospitality - We're passionate about delivering exceptional guest experiences.
- Integrity - We do the right thing, all the time.
- Leadership - We're leaders in our industry and in our communities.
- Teamwork - We're team players in everything we do.
- Ownership - We're the owners of our actions and decisions.
- Now - We operate with a sense of urgency and discipline

In addition, we look for the demonstration of the following key attributes:

- Quality
- Productivity
- Dependability
- Customer Focus
- Adaptability

What will it be like to work for DoubleTree by Hilton Decatur Riverfront?

Our vision to fill the earth with the light and warmth of hospitality unites us as a team to create remarkable hospitality experiences every day. And, our amazing Team Members are at the heart of it all!