



Sales and Marketing Manager

DEPARTMENT

Sales

REPORTS TO

Director of Sales

JOB STATUS

Full Time

POSITION SUMMARY

The Sales Manager is responsible for the day to day sales operations and administrative needs of the department and for promoting Planet Hollywood with Local Businesses, Tour Operators, Theatre Agencies, Area Hotels, Destination Companies, Convention & Visitor Bureaus/Associations, Meeting Planners and other relevant groups to Planet Hollywood.

ESSENTIAL FUNCTIONS**Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The following list is not inclusive of additional responsibilities that may be requested.

ENSURE A HIGH QUALITY OPERATION

- Create a positive guest experience and provide quality service through detailed event planning.
- Book parties and events for the restaurant.
- Enter tentative and definite programs in function book.
- Obtain all relevant information from event or travel planner and send appropriate menu and merchandise pricing information.
- Assist the event/travel planner with menu and merchandise selection.
- Generate a Banquet Event Order, contracting the event specifications.
- Follow-up with the Event Planner to secure an executed/signed contract and deposit.
- Take care of all aspects of guest needs as well as handling VIP requests.

SALES AND PROMOTION RESPONSIBILITIES

- Work with Director of Sales to create promotions to drive business for the Units and establish partnerships with area attractions and other hospitality industry leaders.
- Participate in professional organizations and associations events based on membership needs determined for Planet Hollywood London in order to network and promote the restaurant.
- Report to Director of Sales on your weekly activities and sales goals.
- Establish/maintain relations with tour operators. Develop FIT programs and group contracts.
- Conduct site inspections. Provide restaurant/product information as requested and prompt follow-up.
- Conduct Familiarization (FAM) Tours for contracted Partners.
- Work with Director of Sales to implement marketing action plan including traditional printed and digital activity.



MAINTAIN EFFECTIVE COMMUNICATION

- Responsible to coordinate communications regarding new programs, services, vouchers, and/or procedures, etc.
- Attend Management Meetings as necessary in order to maintain steady internal contact with Department Managers, General Manager and staff.
- Communicate issues and concerns with Director of Sales.

ADMINISTRATIVE AND REPORTING DUTIES

- Deal with all Sales correspondence.
- Distribute and file all sales correspondence, copy all correspondence to appropriate management.
- Answer sales phone calls and retrieve voice mail messages promptly.

MANAGE PERSONAL DEVELOPMENT

- Provide effective leadership.
- Demonstrate organizational skills. Complete assignments and duties on time.
- Develop personal goals for professional growth.
- Maintain a pleasant, positive, and professional attitude with your colleagues, and Guests.
- Exhibit a neat and clean appearance consistent with a professional image.
- Execute company programs and decisions with support and commitment.

QUALIFICATIONS

Competency Statement

- Communication - Professional oral and written communication skills.
- Time Management - Has great organization and time management skills.
- Stress Tolerance - Maintains composure in stressful or adverse situations.
- Problem Solving - Can resolve difficult or complicated challenges.
- Influencing Others - Influences others to be excited and committed to furthering the organization's objectives. Able to take and give direction.
- Adaptability - Adapts to changing business needs, conditions, and work responsibilities.
- Teamwork - Promotes cooperation and commitment within a team to achieve goals and deliverables.
- Business Acumen - Aligns the direction, products, services, and performance of a business with the rest of the organization.
- Attendance - Excellent attendance is required with schedule flexibility determined by business needs.

SKILLS, ABILITIES AND EXPERIENCE

Experience: Two (2) to four (4) years related experience. Minimum three (3) years in the Hospitality/Restaurant industry with experience in sales.

Computer Skills: Experience with Microsoft Outlook, Excel and Word.