



Sales Coordinator

DEPARTMENT Sales	POSITION SUMMARY The Sales Coordinator performs a variety of clerical and administrative activities to support the sales team. The Sales Coordinator is responsible for ensuring the smooth flow of information and follow up for existing and prospective clients and all group bookings.
REPORTS TO Director of Sales	
JOB STATUS Full Time	

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The following list is not inclusive of additional responsibilities that may be requested.

ENSURE A HIGH QUALITY OPERATION

- Answer client inquiries about events, menus, products, prices, availability and billing terms.
- Make recommendations to clients, based on their needs and interests.
- Consult with clients after sales or contract signings to resolve problems and to provide ongoing support.
- Prepare floor plans, event details, estimates, and proposals that meet specific client needs.
- Process sales leads and assuring leads are directed to the appropriate team member.
- Perform trade show follow up to assure timely delivery of literature and samples.
- Phone contacts to augment the efforts of the sales team as needed.
- Process sales data, sales progress reports and other sales related records and reports.
- Answer telephone calls, convey messages, and monitor the flow of e-mail.
- Answer routine product questions and direct questions to appropriate personnel when necessary.
- Produce regular reporting on group sales turnover.
- Attend daily meeting with manager on duty to reconfirm group bookings for the day.
- Book parties and events for Planet Hollywood London.
- Respond to inquiries promptly to secure group reservations and generate immediate revenue.
- Generate a Banquet Event Order, contracting the event specifications and follow-up with the Group.
- Secure an executed and signed contract and deposit.
- Communicate all event details to the managers at the restaurant.
- Maximise Unit profitability through proper yield management.



COMPETENCY STATEMENT

- Communication - Conveys ideas and facts orally using language the audience will best understand.
- Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Teamwork - Promotes cooperation and commitment within a team to achieve goals and deliverables.
- Customer Focus - Builds and maintains customer satisfaction with the products and services offered by the organization.
- Relationship Building - Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Interpersonal - Gets along well with a variety of personalities and individuals.
- Listening - Understands and learns from what others say.
- Adaptability & Flexibility - Adapts to changing business needs, conditions, and work responsibilities.

SKILLS, ABILITIES AND EXPERIENCE

Experience: At least 1 year of related experience.

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

To Apply;

Please email a CV and Cover letter detailing how you meet the profile to snicholls@planethollywoodintl.com

Candidates will be interviewed on a rolling basis so please apply as soon as possible