

# Inn At 500 Capitol

## Job Description

### Sales Manager

#### Qualifications:

We are seeking a dynamic Sales Manager for our boutique hotel located in the heart of Downtown Boise, The Inn at 500 Capitol. This professional would possess a blend of strong sales acumen, organizational skills, impeccable communication skills, and a passion for delivering exceptional customer service. The ideal candidate will thrive in a fast-paced sales environment, demonstrating the ability to anticipate project needs, prioritize tasks effectively, and meet deadlines independently. As with the nature of the hospitality industry, a flexible schedule, including occasional evenings and weekends, may be required. Remote work is not available with this position.

#### Key Responsibilities:

##### 1. Sales and Relationship Building:

- Cultivate relationships with both internal teams and external clients, showcasing enthusiasm and professionalism.
- Assist in negotiations for group blocks and event space sales, demonstrating strong negotiation and contract interpretation skills.
- Work within the sales department to exceed revenue, occupancy, and ADR goals at each property within assigned market segments.
- Actively engage with community organizations and networking events to enhance relationships and drive business opportunities.
- Perform consistent and independent sales outreach through outside sales calls, cold calls, prospecting, and networking as requested through Sales Quarterly Action Plan and overall department goals.

##### 2. Customer Service Excellence:

- Uphold a high standard of customer service, ensuring all guest needs are met promptly and effectively.
- Maintain the highest level of communication with clients, responding promptly to all leads or requests.
- Effective management of client expectations from initial inquiry through group departure.

##### 3. Group & Event Management and Coordination:

- Assist with coordinating all aspects of group planning and execution, from initial research and site visits to on-site assistance.
- Propose innovative ideas to enhance the group and event planning processes, ensuring quality results and customer satisfaction.
- Collaborate proactively and effectively with the events team to ensure a seamless process and maintain a strong relationship with the restaurant.

##### 4. Administrative Support:

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- Assist with office administrative tasks, including preparing contracts, budgets, and progress reports.
- Coordinate appointments, site visits, maintaining an organized calendar.

## Job Requirements:

- Previous hotel sales experience is preferred, with a proven track record of achieving and exceeding sales targets.
- Strong business communication skills, both written and verbal, are required.
- Proficiency with technology and the ability to adapt to new programs is required.
- A degree is preferred, although significant work experience can be considered.
- Experience in office administrative management and coordinating special events is advantageous.

## Essential Functions:

- Actively participate in outreach efforts, including outside sales calls, and prospecting.
- Maintain a commitment to customer satisfaction as the primary focus, empowering staff to deliver exceptional service.
- Continuously seek opportunities for revenue growth and market expansion.
- Attend all mandatory meetings and contribute to the development and execution of the hotel's sales and marketing plan.
- Meet any other requirements as required for this role.

If you are a results-oriented individual with a passion for sales and hospitality, we encourage you to apply for this exciting opportunity to join our team as a Sales Manager.

Upon employment, all employees are required to fully comply with the company's rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate company rules and regulations may be subject to disciplinary action, up to and including termination of employment

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth.

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Employee Name

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Employee Signature

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Date