

**GOODWOOD**

**The Role**

The Meeting and Events Sales Executivewill be part of Estate Sales Team and report to the Estate Sales Manager

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To effectively handle and convert enquiries from initial stages, delivering bespoke customer journeys with a focus on meetings and events for corporate clients’. To have a passion to create proposals that will meet the client’s requirements and a drive to convert the business to Goodwood. To work as a team to deliver against revenue targets and provide outstanding customer service.

**Key responsibilities**

* Receive, handle and convert client enquires in line with the sales strategy and ensure all guests receive a consistently high standard of service throughout the booking process with a key focus on meetings and events for corporate clients.
* Ensure all enquires are inputted within the sales guidelines, adhering to company standards, working practices, system conventions and enquiry handling standards.
* Sell in line with the selling strategies and adhere to diary management principles to maximize yield for the Venues
* Create proposals that deliver against the requirements for the client and showcase Goodwood at its best
* Ensure all enquiries are efficiently followed up to ensure that the conversion of business is optimized and the diary integrity is maintained.
* Actively up-sell the products, activities and facilities of the Goodwood Estate and create a pro-active sales culture within the team
* Communicate effectively with the client throughout the booking process, ensuring we have the full understanding of the client’s requirements and identify areas for future business opportunities.
* Effective management of show rounds within the team to support the achievement of revenue budgets and conversion targets.
* Ensure all leads and account information are passed to the pro-active team and partake in sales initiatives in line with the Entertaining and Hospitality Sales and Marketing plan.
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* Regular and consistent communication with the operational team to ensure all event details are handed over in a clear and concise manner, so that service is delivered to meet and exceed client expectations.
* Ensure all bookings have the correct charges and credit control standards are adhered to.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail and desire to get it right for the guests
* Ability to prioritise and organise
* Proactive
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Knowledge of the hospitality industry
* Excellent verbal & written communication skills
* Good organisational & administration skills
* Experience in a sales environment
* Can work in a team and use own initiative
* Knowledge of Delphi is desirable along with experience in call handling and diary management

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |