

EPPC Albania on behalf of its client, is currently recruiting a **Sales & Revenue Manager**.

Major responsibilities:

- Achieve budgeted revenues and personal/team sales goals and maximize profitability;
- Participate in the preparation of the annual departmental operating budget, the hotel marketing plan and business plan, and financial plans;
- Create and implement sales plans that drive measurable incremental occupancy, increase average rates, increase volume, food and beverage and banquet sales;
- Review monthly reports and sales forecasts to analyze current/potential market and sales trends, coordinate activities to increase revenue and market share and monitor performance to ensure actual sales meet or exceed established revenue plan;
- Create and develop special events and sales blitzes to showcase the hotel to potential clients;
- Maintain and update the CRM system with accurate client information on properties and sales activities;
- Conduct follow-ups on leads, quotations, and past clients to ensure customer satisfaction and repeat business.
- Monitors and reports on key performance indicators (KPIs), such as RevPAR (Revenue per Available Room) and ADR (Average Daily Rate);
- Educate, train and motivate reservation teams to achieve hotel revenue goals;
- Develop and maintain relationships with key clients and outside contacts (example: guests, airlines, wholesalers, travel agencies, ad agencies, local community groups) in order to produce group and/or convention business, to include room sales, food and beverage sales, and catering/banquet services;
- Ensure an optimal customer service to cover all shifts and provide accurate time;
- Acts as a substitute to support the reservation team during the peak season;
- Provide corporate guests with information (example: loyalty programs, area attractions, restaurants, facility information) to enhance guest experience;
- Schedule conventions and/or business group activities at the hotel and coordinate with other hotel-level departments to facilitate services agreed upon by the sales office and prospective clients;
- Communicate to appropriate departments all pertinent information requirements and special needs for arriving VIP's, large groups, and other key guests;
- Lead efforts to up sell guests on hotel services, offerings, and amenities.

Requirements for this position are:

- Bachelor's degree / higher education qualification / equivalent in marketing or related field;
- 4+ years of experience in a hospitality or hotel sales setting;
- Strong knowledge of local businesses and business trends required;
- Excellent command of the English language, both written and verbal. Other languages preferred;
- Extensive knowledge on the PMS;
- Proven leadership and team management skills;
- Proficiency in M. Office programs;
- Proficiency in using sales software and tools.

How to apply:

To apply for this opportunity, please fill your application at:

<https://aplikim.eppc.al>

You will be contacted only if your CV will be qualified.