



# GOODWOOD

## The Role

The Sales and Reservations Manager will be part of Estate Sales Team and report to the Head of Estate Sales

## 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

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

### Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

### Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

### Sheer Love of Life

We want to make everyone feel special by loving what we do.

## Purpose of the role

To lead and develop the Meeting and Events Sales and Hotel Reservations teams to achieve their targets through inspirational and motivational leadership. To strive to deliver our targets and budgets by effectively managing our inventory, distribution channels, enquiry handling, conversion and by keeping abreast of business trends, competitors and economic factors and ensuring at all times that we are one step ahead to maximise our revenue opportunities.

To create a sales culture where the customer is at the heart of everything we do.

### Key responsibilities

- To inspirationally lead and manage the Reservation and Meeting and Events (M&E) Sales team to ensure the delivery of Entertaining and Hospitality (E&H) budgets and sales targets
- Ensure the Reservation and M&E Sales teams operate with a pro-active sales attitude and all colleagues are aware of sales opportunities across the Estate which will assist with the maximisation of revenue for E&H
- To support the Head of Estate Sales with accurate forecasting and budgeting for the E&H business ensuring clear and concise information is communicated to key stakeholders
- To manage our channel managers, GDS and Goodwood Travel relationship, ensuring rate parity
- Effective management of our bedroom inventory and meeting space to develop all potential revenue, to ensure our rooms budget achieves budget month on month and key KPIs
- Effective diary and yield management to maximise our opportunities within E&H
- To manage the bedroom inventory alongside the Reservations Supervisor for our headline events
- To identify revenue risks and be part of the team that devise strategies and actions plans to overcome these
- Identify patterns and trends in our business and report back on these with clear and concise information
- Develop and create both bedroom and meeting and events offers and promotions alongside our Marketing team throughout the year
- To ensure the teams offer the best sales customer journey, from initial enquiry to proposals, to contract, to handover to the planning team
- To ensure the teams offer creative solutions and proposals to match the guests and clients' needs
- To ensure development plans are in place and regular training is delivered to the team.
- To keep abreast of our key competitors and make recommendations for product innovation from learnings and findings within the market place
- Foster an environment where improvements to products, new ideas, processes and service are welcome and encouraged
- To build strong and co-operative working relations with other departments within Goodwood
- To support the Head of Estate Sales with projects throughout the year

### Qualities you will possess

- Strong attention to detail
- Ability to prioritise and organise
- Work on your own initiative
- Good negotiation and influencing skills
- A sense of fun!
- Interactive and creative
- Confident to make decisions and to stand by them
- Lead by example, motivating and inspiring your team
- High level of communication, coaching and organisational skills
- Pro active
- An exceptional eye for detail
- The ability to multi task in a dynamic environment

### What do you need to be successful?

- Knowledge of the hospitality industry with sales and reservations experience desirable
- Proven track record in increasing sales and conversion
- Knowledge of a distribution channel, reservation system and GDS management
- Proven track record of motivating and leading a team
- Experience of yield management
- Excellent attention to detail
- Experience of inspiring a team to deliver strong results
- Knowledge of Delphi is desirable

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

BEHAVIOUR	LEVEL
Think Customer	3
Communication & Trust	3
Taking Personal Responsibility	3
Encouraging Excellence & Commercial Success	3
Working Together	3