

**GOODWOOD**

**The Role**

The **Event Hospitality Sales Executive** will be part of Hospitality and report to the Event Hospitality 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 deliver revenue targets for Hospitality Sales through growth of new business clients and the retention of existing business.

**Key responsibilities**

* To generate new hospitality business through pro-active sales calls via telephone to Corporate Accounts, Private Individuals, Clubs and Agents to achieve revenue targets
* The effective management of all incoming hospitality enquires ensuring we provide the customer with a proposal that meets their requirements and arrives within the agreed timeframe in a clear and professional manner
* To efficiently follow up all bookings within the agreed timeframe to ensure that the conversion of business is optimised
* To ensure that the CRM system is kept up to date at all times to ensure accurate recording of the clients details and requirements as well as good communication of these
* To have a full understanding of all Goodwood event hospitality experiences to enable effective selling of these events and pro actively cross sell all aspects of the Estate to maximise sales opportunities
* To successfully maintain & develop existing client relationships through networking opportunities on event days and regular telephone contact at timely intervals throughout the seasons
* To assist with the identification and creation of marketing ideas to promote all hospitality offers and to contribute ideas for new products and services in response to but not limited to customer feedback
* Have a full understanding of competitor activity including product content and pricing and understanding the impact on Goodwood events when negotiating with clients.
* To meet clients and Host within the hospitality operations on Event Days as and when required

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* 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?**

* Confidence in initiating telephone conversations and proven cold calling techniques
* Excellent verbal and written communication skills
* IT literate and systems orientated with experience on a CRM system, preferably Delphi
* Ability to work as part of a team and under own initiative
* Be organised, enthusiastic and self motivated
* Have a passion for good service with the ability to anticipate clients needs and to exceed their expectations
* Knowledge of the Hospitality industry and experience in an outbound B2B sales and customer facing environment
* Ability to work flexibly to meet the needs of the business

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 | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |