

Totalstay Group



Job Specification

Job Title	Groups Operations Executive
Purpose of Role	<ul style="list-style-type: none"> Operate and successfully confirm group's enquiries (Leisure Groups, Student Groups, MICE/BT, Tours and VIP bookings). Increase profit by selling extra service on each booking. Develop a portfolio of client assigned. Excellent customer services to clients and suppliers.

Duties and Responsibilities	<ul style="list-style-type: none"> Receiving groups request (from clients around the World) on a daily basis, prioritizing this work accordingly to deadlines and start working on each booking. You will be fully responsible for the successful commercial outcome of every booking, taking daily decisions on mark-ups, properties, extra services and the correct operation of the booking once it has been confirmed Negotiating with suppliers according to the sales requirements either by e-mail or telephone to make a reservation Increasing profit revenue by upselling extra services to 30% of your workload. Rate comparison and rates negotiations with Hotels and suppliers Negotiations of Terms and Conditions Providing suitable alternatives when required and negotiating possible compensations when hotels do not provide the standard of service required Replying to clients/prospective clients with in services level agreement Dealing with all operational matters once the group has been confirmed such as amendments, pax changes, rooming, pre-forma and follow up of cancellation and payments terms and conditions Liaising with Sales, Contract and Accounts departments Inputting financial data into systems and documentation as part of the Incoming Reservations procedures Focusing in maintaining good relationships with existing clients and obtaining new group business Dealing general administration duties required within the role
------------------------------------	---

	<ul style="list-style-type: none"> • Other duties as required from time to time
Level of financial responsibility	You will have financial authority (up to agreed limits) for decision making in relation to mark-ups, cancellations deadlines and payments deadlines
Line management responsibility	You will be reporting to the Groups Operation Supervisor
Other	Available to travel and meet clients and suppliers
Experience, Qualifications, Training requirements	<ul style="list-style-type: none"> • Desirable Groups Reservation experience • Desirable Negotiations experience • Proactive approach to learn is a must
Knowledge, Skill, Behavioral requirements	<ul style="list-style-type: none"> • Fluent in English and another EU Language • Strong communication, negotiation and client relationship management skills • Good team player • Stamina and persistence • Ability to anticipate and solve problems - especially at the last minute • Ability to work under pressure and to tight deadlines • Financial awareness including budgeting skills • Ability to organise and plan effectively and to prioritise tasks in order to manage multiple activities and meet deadlines • A 'can-do' approach
Key measures	<ul style="list-style-type: none"> • Quarterly Profit Target • Quarterly Client Portfolio Target • Quarterly Negotiations Target • Quarterly Customer satisfaction review • Errors and omissions reviews • Constant update to clients and supplier (within the department guideline)

Authorization

Department Representative	Felix Martinez	Date	
----------------------------------	----------------	-------------	--