

Events Specialist - Sheraton Amsterdam Airport Hotel

Would you like to work in an innovative, dynamic and sales driven events department with the opportunity to develop your experience in events further while having fun along the way? Then this could be the right position for you!

Key Tasks and Job Functions:

Working within a great events team, this position has the responsibility for handling and managing groups and events for the Sheraton Amsterdam Airport Hotel & Conference Center from the enquiry stage to the execution. In order to optimize revenue & utilization of meeting space and guest satisfaction, working to ensure, at a minimum, delivery of budgeted revenues.

As an Event Specialist you will be part of a team of 5 Events Specialists, 1 Events Trainee, 1 Events Supervisor and an Events Manager.

Responsibilities:

- Pro-actively analyze and follow up on business leads. Involve the Sales Specialists when needed to convert leads.
- Work in accordance with budget guidelines, ensuring minimum numbers and pricing guidelines when quoting for business, however taking in account when flexibility is needed to 'close the business'.
- Solicit new and existing meeting accounts to meet/exceed revenue goals. This will consist of telephone solicitation, site inspections, and written communication and file maintenance (in house sales).
- Ensure site inspections are conducted in a methodical fashion adhering to the core standards of the department. Make use of branded site inspection (Power of the Site Inspection) when applicable.
- Have a good knowledge of all prospect, tentative and definite business blocks on the books and give a weekly update of all blocks including pick up to the Events Supervisor and Events Manager.
- Contact clients in order to discuss all meeting / accommodation details and actively up sell to maximize revenues.
- Reconfirm all details to the client and get approval in writing for the additional items / rooms ordered.
- Ensure payment (payment by pro forma or credit facilities) is in order before the group arrival.
- Enter rooming list, routing, payment details and specifics in Opera.
- Prepare event orders, VIP sheets and group files with all information required for the operational departments.
- Meet the client upon arrival for groups over 12 people together with the StarMeeting Concierge to go through the details of the event and to make a daily appointment to check the invoice. Meet the client during their stay to ensure that the client is satisfied with the service given.
- Ensure accurate invoice is send within 24 hours after the applicable event.

Profile

- HBO
- Experience within an Events Department
- Significant experience with Microsoft Office
- Requires skills to sell
- Excellent knowledge of Dutch and English language
- Must demonstrate well developed interpersonal style to accomplish goals and an ability to creatively and continuously improve methods of Customer Service and internal Operations.
- Open, honest, loyal and consistent.

Other advantages

Our hotels are part of Marriott International with 6000+ hotels worldwide. Marriott offers a wide variety of trainings. This provides you with both national as well as international career-growth possibilities.

As an employee of Marriott International you get the possibility of staying in our hotels for a discounted rate. Furthermore, you receive a discount on the F&B departments in the hotels during your stay.

Do you have what it takes to become a dedicated Events Specialist with excellent eye for details who loves to sell? Then apply now: Sheraton.jobs@sheraton.com