

## Meetings and Events Sales Agent

<b>Brand</b>	Crowne Plaza	<b>Salary Range</b>	Meets NMW/NLW
<b>Contract</b>	Full time permanent	<b>Work location</b>	Birmingham (B1)
<b>Supports</b>	Meetings and Events Team	<b>Reports to</b>	Sales Office Manger

At Crowne Plaza Birmingham City, we embrace the new world of business and understand that Modern business travellers want a hotel (and a hotel team) that understands and supports them, helping at every turn. We're looking for engaging people with good negotiation skills that can deliver excellent service that our guests will love, in ways that are in line with our budget figures.

We believe that our people are key to providing excellent guest service, who dare to connect with all of our guests. In return we offer a wide range of benefits and learning and development opportunities, including:

- 28 Days holiday increasing to 33 days after your 5th year of service
- Free meals on duty & full uniform provided
- Access to IHG's worldwide Employee Rate and Friends & Family discount schemes
- Internal Rewards programme where you can get recognised with Love 2 Shop vouchers for demonstrating great work
- Training & Development and the opportunity to work with a fast paced, customer-focused company

### The Role

We are looking for an enthusiastic individual to join our Revenue Sales Office team

As a Meetings and Events Sales Agent you will be comfortable with multi-tasking in a fast paced environment, whilst ensuring all information is up to date so that each event runs smoothly. Other duties expected within the role are:

- Efficiently handle all in-bound enquiries within the company's response time and in a professional manner
  - Have strong organisational skills, with attention to detail being crucial in this role
  - Conduct client show rounds
  - Build strong relationships by getting to know your client and anticipating their needs
  - To be able to work as a team player as well as on your own when required.
  - To have a competent level of IT skills, along with strong written and verbal English
- It is essential that you have previous experience within Meetings and Events in a similar role or property.

### Our Values

At Crowne Plaza Birmingham City and Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique, we deliver the brand with Centre Island Values. All our employees are engage &, enthusiastic with a Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- Be **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

**The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.**

**So go on - show us how your passion and personality are the perfect fit to deliver memorable experiences to our guests!**