

Vail Racquet Club Townhomes & Condominiums

Job Description

Title: Group Sales/Wholesale Manager
Department: Group Sales & Reservations
Immediate Supervisor: Operations Manager

Duties/Responsibilities – Group Sales Manager

Responsible for the execution of all aspects of Group Sales
Responsible for the execution of all group contracts
Makes sure deposits & balances are received on time
Responsible for making preparations for group's arrival – check-in forms, packets, etc.
Responsible for coordinating with maintenance, housekeeping & front desk regarding particulars of group's arrival
Responsible for assisting group with other requests such as catering, AV, activities, etc
Assists Operations Manager with Direct Mail & database management
Assists Operations Manager with site tours, FAM tours, tradeshow, WHL visits, etc
Attends weekly sales & marketing meetings with Operations Manager & General Manager
Attends meetings with or on Operations Manager's behalf OM is out of town
Supports all departments of company and be a team player
Provides a positive work environment and is a positive role model
Demonstrate outstanding communications skills
Must be able to work longer hours when necessary without moodiness
Must work well under pressure
Maintain a professional attitude & appearance
Runs weekly staff meeting reports & bi-weekly Group/WHL reports

Duties/Responsibilities – Wholesale Manager

Responsible for assisting Operations Manager in negotiating & contracting with wholesalers
Responsible for monitoring block space
Works with Operations Manager on promotions, co-ops, specials, etc
Works with Operations Manager organizing special functions for top wholesalers
Runs monthly reports to monitor wholesale status/progress
Maintain contact with WHL to ensure they have current info, brochures, etc
Monitor WHL sites to ensure they are displaying current info to their clients
Send thank-you note to each WHL at end of season with report re-capping season
Send out "Gap Sheets" to local WHL or as requested to fill space
Make sure reservations department is processing arrivals reports and provide assistance
Stay on top of accounting issues with WHL: deposits, balances, miscellaneous issues