

Assistant Director of Sales - Waldorf Astoria Amsterdam



Locatie **Noord-Holland, Amsterdam**
<https://www.advertentieX.nl/x-1256389-z>





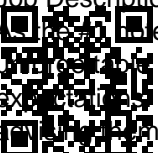
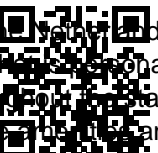
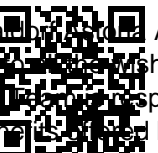



Waldorf Astoria Amsterdam vacatures
 Waldorf Astoria Amsterdam opened its doors on May 1st 2014.
 Inspired by timeless Dutch history, Waldorf Astoria Amsterdam brings the legendary True Waldorf Service to a storied and unforgettable destination. Once wealthy patrician houses built during the Golden Age, Waldorf Astoria Amsterdam is situated on the Herengracht, enjoying a prime location in the city's most beautiful and oldest canal setting.

All 93 elegant spacious rooms and suites offer views over the Herengracht canal or the private courtyard garden, and feature a wealth of modern amenities and thoughtful touches to make the guest stay memorable.

Guests can dine in style in our sophisticated 2-Michelin star fine dining restaurant Spectrum, or in our Goldfinch Brasserie, where you can savour exquisite international cuisine.

The wonderful, luxurious and relaxing Guerlain Spa can be found on the ground floor. This is the first spa in collaboration with Guerlain in the Benelux region.

All these outlets and more are staffed with amazing people who are always looking for new vibrant minds to strengthen the team and together provide the True Waldorf Service.

 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	<p>Job Description</p> <p>As an Assistant Director of Sales for Waldorf Astoria Amsterdam, you will be responsible for ensuring a consistent quality of customer service that is provided to the guests in accordance with the True Waldorf Astoria Service Standards. You will support team members on a daily basis with any queries and issues that may arise and engage with them to ensure well-being and satisfaction. Furthermore, you have the responsibility to assist the Management Team to drive and deliver wonderful results.</p>  <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>	 <p>https://www.advertentieX.nl/x-1256389-z</p> <p>Assistant Director of Sales - Waldorf Astoria Amsterdam</p>
--	---	---	---	--	---	---	---	---	---

Are you the Assistant Director of Sales that we have been dreaming of?

What will it be like to work for this Hilton Brand?

In exceptional destinations around the globe, Waldorf Astoria Hotels & Resorts reflect the culture and history of their extraordinary locations, as well as fresh, modern expressions of Waldorf Astoria's rich legacy. Waldorf Astoria provides guests the exceptional environment and the personalized attention of true Waldorf service that creates a singular experience.

If you understand the value personalized attention and know how to treat even the most extraordinarily different experiences with the same rich level of customer service, you may be just the person we are looking for to work as a Team Member with Waldorf Astoria Hotels & Resorts. Because it's with Waldorf Astoria Hotels & Resorts where we promise our Guests a single rich, experience at every extraordinary place they visit.

What will I be doing?

As a Assistant Director of Sales, you are responsible for performing the following tasks to the highest standards:

Essential functions:

Attend mandatory daily briefings and departmental meetings, etc.

Complete other duties as assigned by manager.

Demonstrates complete working knowledge of the Waldorf Astoria Amsterdam Service Delivery Standards.

Participates in developing new programs and ideas to improve TWS, guest satisfaction and revenue sources.

Sales activities – 70%:

Manage and execute the hotel sales plan and administer all sales related activities.

Identifies and evaluates Consortia and MICE business opportunities for Waldorf Astoria Amsterdam and directs accordingly.

Develop powerful personal relationships with decision makers and influencers within the top producing national and international accounts.

Executes strategic account development plans and supports communications of key messages internally & externally.

Researches and follows up new leads for identified business opportunities for MICE and luxury partners.
Keeps up to date with new monthly promotions, use own initiative to find out information and communicate to the market.
Increases the revenue and market share of portfolio of managed accounts.
Attendance at FamTrips, Industry Events, Tradeshow and Conferences.
Organizing activities – 20%:

Ensure that all sales activities and client interactions are administrated and follow up activities are planned.
Set up Commercial Action Plan with 365-day rolling activities to ensure all sales activities are planned, budgeted and assigned to an owner to execute.
Networking with sub account handlers and global leads where relevant.
To develop Account Plans that specify objectives time-scales and sales methods to support the defined account strategy and ensure maximum opportunity for account penetration.
Accurately identifies the level of influence and decision making power of contacts in the customer organisation and uses these to secure business.
Plans, organizes and uses a systematic approach to get things done.
Actively seeks opportunities and learn from experience.
Controlling activities - 5%:

Ensures business plan is followed and achieved providing feedback as necessary.
Works within approved budgets and adjusts activities and expenses to ensure optimal financial results.
To ensure information relating to customer requirements, interests and sales activities is kept up to date through the use of relevant Hilton procedures.
To provide accurate management reports to review account performance and communicate future plans.
Reviews customer base to determine new opportunities for account penetration.
Systems – 5%:

Assure effective utilization and adherence to standards relating to current systems in place at the hotel.
Sales information systems including hotel and regional sales reporting.
Email.
Internet accessibility.
Supportive function:

In addition to performance of the essential functions, this position may be required to perform a

combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the company.

Shares responsibilities with colleague Sales manager at the hotel to take over activities and responsibilities during absence or peak periods.

Participate in industry organizations and local networks.

Control annual trade shows/fairs activity and ROI.

Monitors and maintains a close, accessible relationship with General Manager, Commercial Director, Director of Sales Operations NL, Cluster Sales Team NL and Directors of HWS offices.

Supports management of key accounts in assigned area and network.

Attend sales review & communication meeting as and when required.

Comply with Hilton Worldwide's company policies.

Maintain an open line of communication between guests, employees and management.

Input and retrieve information from computer system for file maintenance, correspondence and preparation of forecasts and marketing input.

Job Requirements

What are we looking for?

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation.

Ability to work under pressure and deal with stressful situations during busy periods.

Ability to communicate in English, both orally and in writing, with guests, clients and employees, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information and to resolve problems. Any additional language(s) is (are) beneficial.

Excellent written skills sufficient to produce sales and marketing communication that properly reflects the Hilton Worldwide and Waldorf Astoria image.

Must be a polished professional with impeccable presentation and communications skills (both oral & written).

Owns relationships with key accounts within Luxury consortia networks.

Ability to travel up to 50% of the year.

Ability to manage multiple projects, meet and work effectively under time and resource constraints.

Ability to manage extensive amounts of information, ability to perform critical analysis and provides constructive feedback/direction.
Extensive knowledge of marketing, negotiating and sales procedures associated with the hotel industry.
Ability to work effectively both independently and as a team.
Ability to work with Microsoft Office, DMPE and OnQ.
Demonstrates complete working knowledge of the Waldorf Astoria Amsterdam Service Delivery Standards.
Gains and maintains a broad cultural awareness.
A broad knowledge of the city of Amsterdam, in order to provide a spotless guest experience.
Maintain good communication and working relationships with all hotel departments.
What benefits will I receive?

Your benefits will include a competitive salary and holiday entitlement. As an employee you will become a member of the The Hilton Club which provides reduced hotel room rates in our hotels worldwide, plus discounts on products and services offered by Hilton Worldwide and its partners.

We look forward to explaining in detail the range of excellent benefits that you would expect from a global hotel organization like Hilton Worldwide.

Learn more now about Waldorf Astoria Hotels & Resorts --- offering the opportunity to visit extraordinary places with one singular experience. Websitebanners.recruitmenttechnologies.com/adnetwork/servlet/advertbeans.trackingServlet?seid=88373456&t=101&cid=hopr-nl&vid