



ROOF GARDEN  
HOTEL  
ADELAIDE CITY

# Function Sales Executive Position Description





Majestic Hotels are a South Australian owned and operated boutique hotel group comprising of five properties; the multi award winning Majestic Roof Garden Hotel, located in the heart of Adelaide's East End; Majestic Old Lion & Tynte Street Apartments and Majestic Minima Hotel in North Adelaide; and the Majestic Oasis Apartments in Port Augusta.

Majestic Roof Garden Hotel - 4.5 star rating, Opened April 2004  
Multi Award Winning in 2009  
55 Frome Street, Adelaide  
114 hotel rooms, 6 suites, 2 function rooms and 75 seat restaurant

Majestic Old Lion Apartments - 4 star rating, Opened December 1997, refurbished in 2011  
9 Jerningham Street, North Adelaide  
66 apartments

Majestic Tynte Street Apartments - 4 star rating, Opened June 1998  
82 Tynte Street, North Adelaide  
24 apartments

Majestic Minima Hotel - 3.5 star rating, Opened May 2008  
Melbourne Street, North Adelaide  
46 rooms

Majestic Oasis Apartments - 4 star rating, Opened September 2003  
Marryatt Street (foreshore) Port Augusta SA  
75 apartments



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## **PURPOSE**

Consistently through a disciplined approach, focus on sales conversion and delivery of exceptional service levels to our valued customers. To contribute to overall product delivery and presentation to exceed expectations and to achieve the company vision of delivering the highest quality of service to ensure true and lasting customer loyalty.

## **POSITION OBJECTIVES**

- **SALES CONVERSION AND GROWTH** – Consistently display a rigorous approach towards enquiry conversion with the non-negotiable aim to generate sales growth.
- **CLIENT MANAGEMENT / RELATIONSHIP BUILDING** – Display frequent and clear communication to all current or prospective clients, ensuring an alertness to their stated and unstated needs to build a lasting, mutually beneficial relationship between the client and the business
- **COMMITMENT AND CONSISTENCY** – To provide quality customer service always maintaining a consistent approach to ensure the highest levels of service and product are delivered through excellence to ensure customer satisfaction.
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks while recognising when attention is needed in other areas and attending to them with the appropriate level of priority.
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach including confidence, professionalism and an empathetic approach with internal and external stakeholders.
- **TIME MANAGEMENT** – Accountability to achieve all task lists while recognising when attention is needed in other areas and attending to them with the appropriate level of priority.
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff, customers and external sources.
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty



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## KEY RESPONSIBILITIES

### SALES

#### Conversion and growth

- Display an unwavering commitment to securing function sales and generating sales growth on previous year results.
- Be focused and alert to be able to identify areas for growth within the business and in the market place.
- Leverage on your networks and client base to encourage and drive repeat patronage.
- Display an active approach towards personal growth and always be open to change and continuous improvement in the role.

### CUSTOMER SERVICE

With a consistent focus on delivering the highest levels of service, perform the following duties:

- Promote the function rooms in a positive and professional manner to potential customers.
- Secure function bookings through consistent follow up and effective communication with the client. Ensuring this is conducted in a timely manner within the Company expectations.
- Ensure a high level of presentation and service standards of the function rooms.
- Liaise with the Food & Beverage team to ensure the preparation of the function rooms in line with customer requirements and expectations.
- Take a continuous improvement approach to product and services offered.
- Highly collaborative role with a focus on delivery of personalised service to our clients.

### ADMINISTRATION

With a high level of accuracy perform the following:

- Provide accurate and comprehensive information and quotes to prospective clients in a timely and efficient manner.
- Follow departmental procedures relating to pre-payment and booking requirements and provide clear and accurate invoices to clients.
- Provide regular and constructive feedback on the operations of the department to key stakeholders.
- Provide reports on function activity and revenue as required.
- Display a commitment and focus to increasing function sales by being actively involved in the marketing and promotion of the venue to ensure positive growth.



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**SKILLS  
EXPERIENCE  
QUALIFICATIONS  
KNOWLEDGE**

**Required**

- A genuine “hunger” to find and convert business
- Effective communication skills incorporating a collaborative approach
- High level of accuracy and attention to detail when delivering products and services
- Exceptional time management skills with proven experience to establish priorities, organise workloads and ensure deadlines are met within a collaborate empowered environment
- Flexibility to work the required shifts and ability to step in and assist when necessary
- Ability to display initiative, specifically with a pro-active approach to sales as well as problem solving
- An attitude of professionalism at all times
- An engaging personality
- High level of personal presentation
- Self-motivation and high energy levels
- Consistent approach to self-development and ability to address and implement continual improvement within the team
- Experience of working in a high pressure environment whilst maintaining high level of service
- Intermediate level of knowledge in Microsoft Word, Excel and Outlook programs
- Committed approach to continuous improvement in all areas of responsibility
- A shared passion and responsibility towards our groups vision and values

**Highly desirable**

- Proven experience in an operational or similar role within a 4 or 5 star environment
- Experience in Opera Property Management system or similar



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## **ORGANISATIONAL RELATIONSHIPS**

- Report directly to the Hotel Manager
- Working as required with:
  - Food & Beverage Service Manager
  - Food & Beverage Attendants
  - Chef
  - Kitchen Staff
  - Sales & Marketing Department
  - Department heads across the Majestic Roof Garden Hotel and all Majestic Properties

## **VALUES**

Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -

- Passion for our brand, products, staff, guests and industry
- Professionalism at all times
- Commitment to quality customer service standards and values
- Respect and value of each and every team member across our group
- High level of communication skills characterised by patience, clarity and empathy at a personal, written and telephone level
- Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
- High level of interpersonal skills
- An attitude to work within Workplace Health and Safety requirements



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## **VISION STATEMENT**

*“our purpose as a company”*

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

## **VALUE STATEMENT**

*“what we stand for as a company”*

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

**PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!**



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I have read and understood the requirements of the role as outlined in this position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

