

Sales Executive - The St. Regis amp The Westin Excelsior Florence



Luogo **Toscana, Firenze**
<https://www.annunci.it/x-665289-z>



POSITION SUMMARY




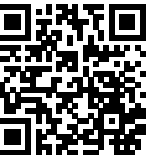




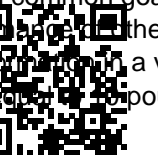

Contact appropriate individual or department (e.g., Sales, Data Administration, Accounting) as necessary to resolve guest calls, requests, or problems. Use sales techniques that maximize revenue while maintaining existing guest loyalty to Marriott, including up-selling. Determine and give complimentaries to guests as gifts for their patronage (e.g., rewards points, show tickets, gift certificates). Promote awareness of brand image internally and externally. Process requests for redeeming Marriott Rewards points. Process all reservation requests, changes, and cancellations received by phone, fax, or mail. Enter Marriott Rewards information into appropriate software when taking guest reservations. Answer, record, and process all guest calls, requests, questions, or concerns. Perform general office duties to support Sales & Marketing (e.g., filing, sending emails, typing, faxing).

Assist management in training and motivating employees; serve as a role model. Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; thank guests with genuine appreciation. Speak with others using clear and professional language; prepare and review written documents accurately and completely; answer telephones using appropriate etiquette. Develop

and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees. Monitor and receive feedback from others; ensure quality of work output; accept responsibility for own actions; read and verify information in a variety of formats; move, lift, carry, push, pull, and reach objects without excessive bending, twisting, or stooping; perform other reasonable job duties as requested by supervisor.

PREFERRED QUALIFICATIONS

Education: High school diploma or G.E.D. equivalent.

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Related Work Experience: At least 2 years of related work experience.

Supervisory Experience: No supervisory experience.

License or Certification: None

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.

At Westin, we are committed to empowering guests to regain control and enhance their well-being when they need it most while traveling, ensuring they can be the best version of themselves. To achieve the brand mission of becoming the preeminent wellness brand in hospitality, we need passionate and engaged associates to bring the brand's unique programming to life. We want our associates to embrace their own well-being practices both on and off property. You are the ideal Westin candidate if you are passionate; you are active and take pride in how you maintain your well-being; you are optimistic; you are adventurous. Be where you can do your best work, begin your purpose, belong to an amazing global team, and become the best version of you.