

About Us

LIVING ROOMS is a privately owned collection comprising The Laslett Hotel in Notting Hill as well as luxury serviced apartments across 6 other central London locations including 65 Harley Street, Weymouth Mews, 74-78 Marylebone Lane, 56 Welbeck Street in Marylebone and Europa House in Little Venice.

The Role

The Sales Manager is responsible for new business development and maintaining and growing existing accounts. To meet financial goals consistently and be expected to procure business across the group at our 7 different locations and across rooms, suites, events, food & beverage and wellness.

This role is suited to a highly motivated and creative individual that has a strong desire to exceed within a highly competitive market and has a proven track record within luxury London hotels and apartments.

- **Website:** www.living-rooms.co.uk
- **Instagram:** @livingroomsldn | @thelaslett
- **LinkedIn:** Living Rooms, The Hotel Alternative

Responsibilities

- Solicit and contract new business opportunities with consistent business development tactics to maximize room, events, food & beverage and wellness sales.
- Client relationship management and key account management to drive business growth.
- Ensure all promotion and distribution channels are fully exploited within travel agencies and target markets to maximize domestic and overseas opportunities.
- Communicate & handover effectively to the operations team to deliver a high level of service for stays and events.
- Conducting client meetings, sales calls, site visits, FAM Trips, networking events.
- Participate and represent the hotel and apartments at travel trade shows.
- Conduct creative site inspections with clients.
- Respond to RFPs and create client proposals.

- Demonstrate strong time management skills and effective communication with clients and co-workers.
- Maintain complete knowledge of all hotel services/features and hours of operation.
- Promote positive relations with key stakeholders (clients, guests and employees).
- Maintain high level of knowledge of the competitive set.
- Maintain sales & events databases for direct marketing purposes.
- Create full sales action plans on a quarterly basis or as requested by the Director of Sales & Marketing.
- Achieve or exceed assigned quarterly financial goals in, rooms and events.
- Positively contribute to the weekly Sales & Marketing Meeting.
- Positively contribute to the Revenue Meeting & achievement of overall hotel goals in ADR, Occupancy, and RevPAR.
- Plan and prepare appointments for pre-agreed sales trips.
- Create pre-trip and post-trip reports in a timely manner.
- Liaising with clients and the operational team at The Laslett facilitating the smooth running of all events, meetings and VIP stays.
- Prepare the annual Sales & Events budget and Board Reports every quarter.
- Attend meetings as required.
- Provide feedback to the team on changing trends and client expectations in the market.

Relationships

- Working with all HOD's to ensure they are aware of all key clients.
- Support the F&B outlets with access to key local companies/ insights for purpose of incentives during need periods.
- Manage the relationships with any 3rd party suppliers, ensuring they are clear on the hotel's goals and vision.
- Proactively manage any neighbourhood relationships.

What We Are Looking For

- A strong sales background with at least 3+ years' experience, preferably within the luxury or lifestyle hotel sector in London.
- Demonstration of surpassing sales targets that drive results.
- Highly motivated to achieve at the top level.
- Excellent organisational and communication skills.
- Strong commercial acumen and data-driven decision making.
- A true team player and ability to work in a fast-paced, ever-changing environment.
- Delivering polished, professional and authentic service to our guests.
- Proficiency in key sales tools.

Why Join Us

- Work for an independently owned brand in a creative environment.
- Opportunity for travel within the UK and overseas.
- Competitive salary.
- Pension.
- Discounts with major retailers.
- Enhanced maternity and paternity leave.
- Generous Holiday allowance.
- Health and Wellbeing Programme.
- Staff Discounts.
- Access to Lowy Rewards - Benefits platform with access to Retail/Restaurant discounts.
- 30 days annual leave.

Job Details

- **Job Types:** Full-time, Permanent
- **Work Location:** In person

Additional Benefits:

- Company events
- Discounted or free food

- Employee discount
- Health & wellbeing programme