



GOODWOOD

The Role

The **Hospitality Sales Executive** will be part of the **Hospitality Sales team** and report to the **Head of Sales**.

About us

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for Goodwood to be **'the home of exceptional experiences'**.

Our Values

The Real Thing

Always inspired by Goodwood's heritage

Derring-Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things *even* better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

Responsible for developing new client relationships and maintaining existing relationships that ultimately ensure the Events Hospitality revenue targets are met and exceeded.

You will proactively generate outbound sales leads, professionally respond to incoming calls, emails and web enquiries and ensure all business opportunities are optimised. You will work as part of a team that delivers an outstanding customer experience during every contact with clients.

Key responsibilities

- To generate new hospitality business through proactive sales calls to Corporates, Private Individuals, Clubs and Agents to achieve new customer acquisition targets;
- Deliver repeat business by successfully developing client relationships through regular communication and meeting key clients on event;
- Deliver an on-brand customer experience at all times;
- Clearly and professionally responding to all incoming hospitality enquires;
- Ensure every lead is optimised and that you provide clients with a proposal that is aligned to their requirements and optimises revenue for Goodwood;
- Effectively follow up leads and prospects in the agreed timeframe to ensure that the conversion of business is maximised;

- To ensure that the CRM system is kept up to date at all times to ensure accurate recording of the clients details and requirements;
- A thorough understanding of all Goodwood events, the customer experience and our hospitality products to enable effective selling;
- Have a full understanding of competitor activity including product content and pricing and understanding the impact on Goodwood events when negotiating with clients;
- To meet clients and host within the hospitality operations on event days as and when required;
- Identifying opportunities that should be given to the Head of Key Accounts and Business Development to ensure clients are managed in the most effective way.

Qualities you will possess

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| <ul style="list-style-type: none"> • Passion for what you do • Positive and friendly with a “can do attitude” • Attention to detail • Ability to prioritise and organise • Self motivated, proactive and a desire to succeed • Take responsibility for yourself | <ul style="list-style-type: none"> • Confident to make decisions and to stand by them • Excellent negotiation and influencing skills • Excellent communicator • A sense of fun! |
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What do you need to be successful?

- A proven track record of sales performance within a luxury brand
- Experience in proactive outbound calling to create prospects that ultimately convert to revenue
- IT literate and systems orientated with experience on a CRM system
- Have a passion for excellent service with the ability to anticipate clients’ needs and to exceed their expectations
- Knowledge of the Hospitality industry and experience in an outbound B2B sales and client facing environment
- Ability to work flexibly to meet the needs of the business