



Strong Work-Ethic. Exceptional Service. Detail-Oriented.

If this sounds like you, then apply to join our prestigious team at the Muir Hotel, where excellence meets elegance!

Situated in the center of the vibrant Halifax Waterfront and at the heart of the recently developed Queen's Marque district, Muir offers elevated hospitality inspired by the spirit, culture, and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the Muir is presently seeking a **Sales Manager**

What you will be doing:

Reporting to the Director of Sales, the **Sales Manager** will work collaboratively with key stakeholders to develop and implement the total sales effort of the MUIR. You create and maintain relationships with clients and partners and are proactive in building sales strategies that assist in growing the reputation of MUIR as the forefront of both Nova Scotia's and Canada's luxury hotel scene.

As a Sales Manager, you'll get to:

Building Successful Relationships that Generate Sales Opportunities

- Working collaboratively with off-property sales channels to ensure sales efforts are coordinated, complimentary, and not duplicative;
- Building and strengthening relationships with existing and new customers to enable future bookings. Activities include participating on sales calls, entertainment, FAM trips, trade shows, etc;
- Developing relationships within the community to strengthen and expand customer base for sales opportunities;
- Assisting with managing and developing relationships with key internal and external stakeholders;
- Providing accurate, complete and effective turnover to Event Management;

Managing Sales Activity

- Participating in sales calls with members of sales team to acquire new business and/or close on business;
- Supporting the operational aspects of business booked (e.g., generating proposal, writing contract, customer correspondence);

Using Knowledge of Market Trends and Target Customer Information to Maximize Revenue

- Identifying new business to achieve personal and location revenue goals;
- Understanding the overall market – competitors’ strengths and weaknesses, economic trends, supply and demand etc. and knows how to sell against them;
- Gaining understanding of the hotel’s primary target customers and service expectations; serving the customer by understanding their business, business issues and concerns, to offer better business solution;

Assisting in Managing Meetings and Special Events Operations and Budgets

- Researching and analysing new products, pricing, and services of competition;
- Assisting in apprising property of all groups that will impact property operations;
- Assisting in execution of event management strategy that is aligned with the company’s business strategy and leads its execution;
- Conducting daily walk-through of banquet floor to help ensure client satisfaction and quality standards;

Providing Exceptional Customer Service

- Supporting the company’s service and relationship strategy, driving customer loyalty by delivering service excellence throughout each customer experience;
- Servicing our customers in order to grow share of account;
- Executing and supports the company’s customer service standards;
- Providing excellent customer service consistent with the daily service basics of the company;
- Setting a positive example for guest relations;
- Creating an atmosphere in all event management operations areas that meets or exceeds guest expectations;
- Interacting with guests to obtain feedback on product quality and service levels;
- Responding to and handling guest problems and complaints in a timely manner;
- Striving to improve service performance;
- Emphasizing to exceed guest satisfaction during all departmental meetings and focusing on continuous improvement;

What we’re looking for:

- Motivated, high performance team player
- Ability to work in a fast-paced environment.
- Excellent communication and customer service skills
- Organized with exemplary attention to detail.
- A minimum 3 years’ experience in Hospitality, preferably in a luxury environment
- Robust budgetary knowledge
- A Hospitality or Business, Sales, or Marketing Degree is preferred
- Excellent prospecting and negotiation skills, with a proven ability to develop and maintain long-lasting relationships
- Demonstrated initiative, and the ability to work with minimal supervision
- Ability to maintain high service levels under pressure
- Proficiency in use of the Marriott CI/TY sales software is considered an asset.

Employee Benefits:

- Access to our employee development/education reimbursement program.
- Company scholarship program for employees and family members.
- Access to our gym and fitness facilities.
- Eligible for the annual company bonus program.
- Comprehensive Extended, Health, Dental and Vision Benefits.
- Opportunity to participate in the Employer sponsored retirement savings program.
- Access to Marriott employee travel benefits.

Your Team and working environment:

- Fast-paced new build luxury hotel
- Located in the heart of the vibrant Halifax waterfront, minutes away from the Dartmouth ferry terminal
- A team of like-minded hospitality professionals that share a passion for service
- Back of house experience that puts employees first

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- Access to Marriott employee travel benefits.
- Access to Employee Assistance Program.

Our commitment to Diversity & Inclusion: We are an inclusive company, and our ambition is to attract, recruit and promote diverse talent.

APPLY TODAY: For more information on the opportunities at the Muir Hotel, please visit www.muirhotel.com or send your resume to recruitment@armourgroup.com