



## **JOB DESCRIPTION**

Job Title	Sales & Membership Advisor
Department	Sales and Membership
Reports to	Sales and Membership Manager
Grade	Team Member

### **Accountabilities:**

1. To be fully conversant with and strictly adhere to all health and safety regulations, food safety regulations, Snozone's Brand Standards and the Snozone People Guide.
2. To ensure you are always aware of Snozone's products and promotions and that the weekly update is always read.
3. To attend all monthly meetings and training programmes where required.
4. To ensure that every opportunity to 'sell up and sell on' is utilised and that options for guests to 'upgrade' are always explained.
5. Engage guests in the value of the Snozone membership.
6. To fulfil your targets and objectives via the bi-annual appraisal process as agreed with your Line Manager.
7. To adhere to the SOP's and ways of working as outlined in your department's Brand Standards.
8. Where applicable, undertake supervisory duties if requested, authorised and supplemented to do so.
9. To work across all departments when requested.
10. To be fully competent at utilising all elements of the booking system, as required within your role.

### **Responsibilities:**

- To cultivate new groups or corporate leads.
- To improve conversion from enquiry to sale either via email, the telephone or in person.
- To tailor packages and events to each group/individual(s) need.
- To strictly adhere to Snozone payment policy for all bookings.
- To improve membership sales and membership retention by delivering the membership strategy.
- To account manage group bookings; greet the guests, manage the event, act as the key contact from initial booking through to post-event feedback.
- To attend external projects and conduct outreach where and when requested to do so.

### **The Person:**

- A highly motivated individual who demonstrates outstanding communication skills.
- A commercial operator who is professional and can provide an exceptional guest experience.
- Possesses a very committed and diligent working style.
- Has strong implementation skills



**Qualifications:**

Good GCSE grades

**Able to demonstrate Snozone values:**

- We lead by example in everything we do and have a passion for winning.
- We value and support our people.
- We're open, honest and have exceptional standards.
- We believe in teamwork, together we're stronger.
- We're obsessed with providing an outstanding service for our guests.
- We're always looking to improve our business, its revenue and its efficiency.

**This document will be used as part of reviewing your on-going performance.**

**I have read and fully understand my job role and the objectives set.**

**Signed:**

**Print name:**

**Date:**