



Wrexham

JOB DESCRIPTION

Job Title:	Revenue Manager
Reports to:	General Manager /Group Director of Sales QN Hotels
Area/Department:	Ramada Plaza Wrexham
Position Managed:	Reservations Manager, M&E Sales Manager, Reception Manager
Liaison With:	Sales Manager, Departmental Managers, Duty Managers, reception team, 3 rd party agents, Corporate Clients and bookers

Job Scope

As a Revenue Manager, you will provide support and advice to the Sales Manager, Group Director of Sales, & General Manager in strategic planning and overall business goals relating to the Revenue achievement.

Key Relationships

QN Director of Sales, Reservations Manager, M&E Sales Manager, Reception Manager, General Manager, Sales Manager, Operations Manager, hotel guests.

Key Job Responsibilities include but not limited to

- ◆ To ensure that forecasts are prepared and submitted to GM for approval before submitting for the directors on time
- ◆ To monitor in statistical format, the pick-up patterns, lead times and business trends enabling a better understanding of the business – using systems provided
- ◆ To ensure that all MLOS/Max LOS and overbooking recommendations are monitored and changed if required, in order to maximise distribution and accommodation yield
- ◆ To monitor on a daily basis any competitor rate changes and react where required – using systems available
- ◆ To constantly update the group tracker
- ◆ To work with the team to promote internal sales and the up selling of all revenue opportunities
- ◆ Manage hotel selling strategy and restrictions by changing rates and restrictions in Channel Manager
- ◆ Manage hotel PMS system – Reslynx
- ◆ Manager hotel CRS system – Wyndham SynXis



- ◆ Prepare reports using both computerised reservation system and other computer software such as Word and Excel
- ◆ Accurately recording revenue and sharing with team
- ◆ Manage STR Global and any other market intelligence website
- ◆ To ensure that all Wyndham solicitations are correctly loaded onto the system
- ◆ To carry out regular cross training between the Revenue, Reservations, Meetings & Events and Reception team to ensure that everyone within the departments is able to deal with all clients requests efficiently
- ◆ Ensure all daily, weekly and monthly revenue management reports are up to date and are completed in accordance with standardised company procedures
- ◆ Carry out ongoing refresher reservations and M&E Sales training for all Sales office staff on a regular basis, which is based around the effective implementation of the sales management strategy
- ◆ Identify the needs of the Sales Office Team, develop individual and team training plans and implement the training required.
- ◆ Prepare the annual room statistics and assist in other sections on the Business Plan production
- ◆ To be involved in bi-weekly Revenue Strategy Meetings preparing a comprehensive summary of competitor rates and strategies for the next 90 days in order to communicate our strategy and develop corrective action for our corresponding dates
- ◆ To be fully involved in the production of the business mix reports for the weekly rooms meeting, the monthly business meeting and the annual budgeting meetings
- ◆ Sell Wyndham products and services using up-selling and suggestive selling techniques
- ◆ Cross sell other QN Hotels properties