

## Cluster Account Manager MICE

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Company: Hilton Hotels & Resorts

Location: Şişli

Category: other-general

### **Hilton Istanbul Bosphorus - Making Hotel History in Istanbul Since 1955**

Hilton Istanbul Bosphorus holds a special place in history as the first Hilton hotel built outside the Americas. Since 1955, we've set the scene for some of the grandest moments, most exciting events, and biggest stars in modern Turkey. Learn how it all began before you make your own memories at Hilton Istanbul Bosphorus.

#### **Historic Moments at Hilton Istanbul**

Hilton Istanbul was the first modern hotel built in Europe after the Second World War.

Hilton Istanbul appears in the opening scene of 1963's *From Russia with Love*, starring Sean Connery as James Bond.

Istanbul's first discotheque, Cloud 9, opened at Hilton Istanbul in 1972.

Pilsen Pub, built in Hilton Istanbul in 1972, was the home of Istanbul's first happy hour.

Muhammad Ali was staying at Hilton Istanbul when he announced his retirement from boxing in 1976.

Hilton Istanbul has hosted royalty, politicians, and famous figures including Grace Kelly, Sophia Loren, and Louis Armstrong.

Hilton Istanbul Bosphorus has been also described as the university of tourism and filling the earth with the light and warmth of hospitality since 1955.

AsHilton Türkiye we have been awarded with the Great Place to Work Academy – Best

Place to Work award many times.

## **THE ROLE:**

We are looking for the potential candidate for **Cluster Account Manager MICE** position in our Legendary Hotel Hilton Istanbul Bosphorus.

## **BENEFITS**

Competitive Salary

Health Insurance or Private Pension after 6 months of service

Carpark subscription on team member rate

Go Hilton: Team member rate while staying in Hilton Hotels both in & out of Turkey.

50% discount on personal food & beverage consumption in the hotels.

Social aid package

Free laundry and dry cleaning for business attire

Extended nursing hours of 1,5 hours until the baby reaches to 18 months (for new mother team members)

1 day paid leave on the first school day of the children (only 1st day of the 1st class) for female team members

Paid Paternity leave – 14 days

Unlimited Training and development opportunities in and out of the Hotel

Unlimited online courses opportunities from our own Hilton University

## **What will I be doing?**

As a **Cluster Account Manager MICE** specifically, you would be responsible for performing the following tasks to the highest standards:

Making at least 20 sales calls in a week mainly in Istanbul, if necessary in other cities

Making at least 4 entertainments in a week

Bringing at least monthly 10 group leads to the Cluster hotels

Building up Account Development Plans and steal 5 Key Accounts from the competitor hotels in a year.

Attending sales related events (i.e. customer invitations, sales blitz, road shows etc.)

Finding at least 2 new accounts in a month

Selling and promoting the F&B outlets, carpark, Health Club and Laundry to the clients (Total account Management)

Updating the clients for the new products and developments

Being aware of the budget, forecasts and objectives of Istanbul Cluster and plan and execute their sales processes and reach the objectives.

Participating the hotel, regional and global sales activities (i.e. BBOB, Blitz, HOTZ etc)

Developing new ideas and tactics to increase the sales performance of the team

Getting daily Catering Production reports; checking the market segments, new offers and new conversions.

Contacting with the bookers and the accounts to follow up a group lead and sharing the updated information with the Group Sales.

Trying to contact each guests from new accounts or the key accounts in coordination with the Front Office (i.e. collecting business cards at check in, creating opportunities for meeting the guests at arrival or departure)

Assisting the reservation office to confirm the individual reservation requests

Updating Delphi with the necessary info (i.e. guest, account profile).

Providing weekly activity reports to the management.

Following up the production reports for the accounts and developing action plans for the account to reach the goal and the objectives of the department.

Preparing project reports, assigned by the management.

Following up the media for all political and economic developments

Following up city events reports to be aware of the happenings in the city.

Following up the new projects to find out new business opportunities.

Following up the future meetings and conferences in Istanbul and finding out the opportunities to sell the products in other revenue departments (i.e. carpark, restaurants)

Ensuring a good working environment within the department.

Taking part in Communication Meetings on a regular basis.

Is obliged to take part in internal training courses and to implement what has been learnt.

### **What are we looking for?**

Since being founded in 1919, Hilton has been a leader in the hospitality industry. Today, Hilton remains a beacon of innovation, quality, and success. This continued leadership is the result of our Team Members staying true to our Vision, Mission, and Values. Specifically, we look for demonstration of these values:

Hospitality - We're passionate about delivering exceptional guest experiences.

Integrity - We do the right thing, all the time.

Leadership - We're leaders in our industry and in our communities.

Teamwork - We're team players in everything we do.

Ownership - We're the owners of our actions and decisions.

Now - We operate with a sense of urgency and discipline

### **If your values match ours, we are also looking for your ability to;**

Adapt quickly to different situations;

Exude bags of energy and enthusiasm in working as part of a team.

Strong problem solving skills, including ability to effectively address any issue in collaboration with others as appropriate

Strong communication and negotiation skills (all levels of management and external customers)

Work Location : Hilton Istanbul Bosphorus

**EOE/AA/Disabled/Veterans**

### **Schedule**

:Full-timeBrand:Hilton Hotels & Resorts

### **Job**

:Finance

### **MEANINGFUL BENEFITS FOR YOUR CAREER & WELL-BEING**

We support the well-being and performance of Team Members with industry-leading rewards, recognition and support to meet their needs and dreams: Best-in-Class PTO

Go Hilton Travel Discount Program

Hotel rates as low as \$40/night! Health & Welfare Benefit Plans Debt-Free Education

Retirement Savings Program Employee Stock Purchase Plan Mental Wellness Support

Flexible Schedules Access to your pay when you need it

through DailyPay

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