

Group Housing Executive - Fluency in Turkish & English is Required

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Company: JW Marriott

Location: Ankara

Category: other-general

POSITION SUMMARY

Coordinate group room reservations and related functions with in-house departments, affiliates, and outside group contacts. Provide and maintain sincere, courteous, and knowledgeable service to all guests and associates. Be proficient in all areas of reservations and general operations of the hotel. Maintain ownership of group blocks, including pickup numbers, reservation methods, billing, and proper treatment of VIP guests. Review group resumes and rooming lists to ensure accuracy and fulfill any special requests. Be able to process and build/take from blocks for affiliate groups, including tracking and maintaining inventory. Understand and facilitate the process of overflow rooms with Groups & Event Sales Manager and group contact. Be able to ensure group billing is set up accurately and conduct daily bill reviews while groups are in house including presenting the banquet checks for signatures daily. Attend all pre-convention meetings related to specific group and housing procedures. Work closely with group contacts, maintaining open lines of communication regarding changes in status of each group, pickup, slippage, cutoff dates, etc.

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