

CREAR

— HOTELS —

HOTELS WITH HEART & SOUL

Loch Fyne Hotel & Spa, Inveraray – Revenue Manager

Situated in Inveraray, Argyll and Bute, Loch Fyne Hotel & Spa is four star AA awarded, with one AA Rosette for food. In addition, the hotel is top choice on TripAdvisor, an accreditation which it has achieved consecutively for the past nine years, and last year it was also awarded 2017 Certificate of Excellence. With uninterrupted views of Loch Fyne and beyond to the Cowal Hills, this popular destination hotel sees the return of many loyal guests time and time again.

Loch Fyne Hotel & Spa is currently undergoing a multimillion pound upgrade which includes all guestrooms; the restaurant, bar and lounge, plus the reception area, with refurbishment due for completion January 2019. To complement the already committed team, and to see the hotel raise revenue targets to new heights in light of the developments, we are seeking an experienced, dynamic and positive individual to join the team.

The role

You will maximise revenue and sales targets through daily management of room pricing, inventory and upselling of spa and secondary spend. The successful candidate will lead the sales and revenue culture throughout the team, ensuring the targets are met.

Candidate Attributes:

- Proficient with reservation and revenue tools
- Profound understanding of forecasting
- Experience with groups and tours
- Strong motivational and teamwork techniques
- Consistent and excellent customer service
- Proactive approach towards upselling
- Good forward planning skills
- Attention to detail
- Excellent written and verbal communication
- Ability to react quickly and work under pressure

Candidate Responsibilities:

- Support the hotel's revenue management and distribution strategy while managing day-to-day yield operations
- Daily pick-up analysis, strategy adjustments and reporting
- Perform competitive benchmark studies and follow current market trends
- Creation and maintenance of a 12 month rolling demand calendar
- Monthly and annual preparation of budget room sales
- Create and develop pricing strategies to ensure budgeted ARR, REVPAR and TREVPAR is reached and exceeded
- Provide weekly dynamic forecast of expected results, variances and budget comparisons
- Responsible for assessing, analysing and pricing group business strategies
- Provide summary report with recommendations to improve long term strategies
- Ensure all related systems are configured correctly, validated and working to full capacity
- Evaluate performance of distribution partners
- Prepare outline for and support the annual revenue budget process
- Responsible for best practice standards to include: competitor analysis; environmental scanning; market modelling; distribution yield management; business mix yield
- Management; length of stay yield management; inventory availability by channel; pricing control and new pricing concepts

Candidate Experience:

- Previous experience in a revenue role is essential

What We Can Offer You:

- Career progression opportunities
- Discount at our sister hotels
- Live-in accommodation
- Use of our leisure club
- Entry in our employee Fair Fund
- Pension scheme

Competitive salary: around £25k plus laptop; negotiable dependant on experience

Crerar Hotels' values: Crerar Hotel Group is one of Scotland's leading privately owned hotel companies. Crerar Hotels work hard on talent development and always look to progress individuals through internal promotion. This role represents a fantastic opportunity for a dynamic individual to join a dynamic company.

By joining the Crerar Hotels team, you will also automatically be eligible to receive our Fair Fund. Our Fair Fund has been created to reward staff and encourage personal development. Each time a guest or customer decides to pay an optional service charge for great customer service, all staff members will benefit on an equal basis.

If this sounds like your dream job, we would love to hear from you!

Apply by email to the General Manager, Marc Gardner, at gm.lochfyne@crerarhotels.com with your CV and covering letter outlining your suitability for the role.

Thank you for your interest in Crerar Hotels. Should we wish to progress with your application, we will aim to respond within 14 days. If you do not hear from us, thank you in advance for the opportunity to consider your application. Previous applicants need not apply. No agencies at this stage please.