



## **Job Description**

Job Title: Golf Sales Position

Reports to: Director of Sales/Head Golf Professional

Are you someone who is passionate about hospitality, golf and exceeding guest vacation expectations? Do you enjoy a new challenge every day, ambitious, love being on the cutting edge and inspiring others to have FUN at work? Join an award winning team that has been recognized as #53 Best Resort in the World, #2 in the Midwest and #63 of America's Top 100 Greatest Public Golf Courses.

Position Concept:

The position will comprise of the promotion and selling of golf packages, add- on rounds to guests staying on non-golf packages, promoting and selling rounds to the local market as well as guests staying at other properties in the area, membership sales, daily golf outings including developing a relationship between Madden's and the broader community, as well as the other local courses by providing professional services to ensure an exceptional golf experience for Maddens' guests.

Specific Responsibilities:

- Solicits new and existing golf business to meet/exceed revenue and occupancy goals. Method of sales may include, but are not limited to: telephone solicitation, outside sales calls, sales presentations, property tours, customer meetings, travel to key markets, and written correspondence.
- Develops Sales leads through innovative strategies
- Prepares written and verbal correspondence to golf customers, internal booking reports and ensures proper maintenance of sales files
- Prepares reports such as annual individual sales plans and client mapping
- Attends trade shows, community events, and industry meetings
- Drafts proposals for group and social sales
- Build relationships with corporations, social groups, organizations, local lodging partners through direct outside and inside sales.
- Host qualified corporate & group leaders for property site tours and day of play in accordance with Madden's policies and procedures.
- Provide exceptional customer service, professional advice and assistance to all patrons.

- Develop a contact list of prospective social groups, organizations, and corporate businesses clientel. Sell Stay & Play Golf Packages - collect deposits from players.
- Develop a contact list and sell Classic Day Only Packages-. Collect deposits from players.
- Be informed on, and promote all club activities and services.
- Promote and build daily play at Pine Beach East, Pine Beach West, The Classic and Social 9 Courses
- Promote and sell Madden's Social & Corporate Memberships.
- Response quickly (24 hours max) to uphold guest service standards.
- Project a professional image according to company policies through dress and appearance at all time.
- Passionate about staying current with customer and industry trends
- Establish oneself as a market leader/authority on golf trips in the Midwest
- Enhance and promote brand awareness

#### Position Requirements

- Two years sales/negotiating experience minimum
- Golf Background
- Interpersonal Skills
- Multitasking and detail oriented
- Sense of urgency
- Planning and Organizational Skills
- Committed to excellence and quality
- Excellent written and verbal communication skills
- Strong Computer Skills