

Revenue Manager - Crowne Plaza Resort Salalah

Hotel Brand: Crowne Plaza Hotels & Resorts

Location: Oman

Hotel: Salalah (SLLSS), Po Box 870

Job number: 105097

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Ensures smooth and efficient operations in the department through prompt, effective, and valid reservations service to achieve maximum room revenue to meet or exceed the revenue target.

Your day-to-day:

- As Revenue Manager you will Implement and support Hotel pricing, market strategy, yield, distribution & selling strategies, and revenue management best practices. Manage hotel revenue generation & maximization through full utilization of hotel systems, business processes, and specifications.
- Using the tools provided i.e. SBRP and in compliance with the IHG standards, maintains, updates, and shares information in the areas of a master calendar of external events, competitor rate intelligence, RevPar penetration (RGI), arrival and spending patterns of

- A good knowledge of IHG GRS/ Concerto, TravelClick, Microsoft Excel, and STR.
- Monitor competitor pricing for all revenue-generating departments, understand the dynamics of the local market and the demand generators, and recommend appropriate actions to the Revenue Room Taskforce concerning the hotel's pricing and market mix strategy.
- Prepare a monthly, rolling 3 months, and full-year forecast for rooms with an overview of F&B and OOD.
- Conduct weekly rate/sell strategy (yield) meetings with General Manager, DOSM, Reservations Manager, Front Office Manager, and Catering Manager.
- Drive upselling program for rooms and Non-room inventory with the target.
- Facilitate the Revenue Room Meeting (which the GM chairs) and generate reports and analyses needed for these meetings, displaying key facts/trends, etc.
- Work with the Area Director of Revenue for the Area Strategies and compliance with IHG Corporate policies and procedures.
- Identify operational problems that reduce the effectiveness of revenue activities and overall hotel sales performance and work with the appropriate department on solutions.
- Understand hotel profitability composition and use this to evaluate business from local accounts and groups to provide input for future rate setting and negotiation.
- Monitor and determine demand periods for function space, rooms, and catering through an analysis of historical data and current bookings. Responsible for tracking and analyzing booking pace, group wash, cut-off enforcement for groups, and denied and regretted business. Approve and/or implement sell strategies for all group proposals above 9 rooms on any one night and collaborates with the Director of Sales or Director of Catering on the setting group and conference rates.
- Perform other duties as assigned. May also serve as the manager on duty.
- Manage day-to-day reservation & revenue activities, plan and assign work, and establish performance and development goals for team members. Provide mentoring, coaching, and regular feedback to help manage conflict, improve team member performance, and recognize good performance.
- Educate and train the reservations team that is responsible for developing new reservations and implementing revenue strategies. Ensure staff is properly trained and has the tools and equipment to carry out job duties.
- Work with other department managers to ensure proper staffing levels based on guest volume. Guest experience:



administration or related field.

- 2 – 4 years of experience in a hospitality or hotel reservations setting, direct supervisory experience over a Reservations team, or an equivalent combination of education and work experience.

What you can expect from us:

We give our people everything they need to succeed. From a competitive salary that rewards all your hard work to a wide range of benefits designed to help you live your best work-life – including a full uniform, impressive room discounts, and some of the best training in the business.

Our mission is to welcome everyone and create inclusive teams where we celebrate differences and encourage colleagues to bring their whole selves to work. IHG Hotels & Resorts provides equal employment opportunities to applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability. We promote a culture of trust, support, and acceptance. Always welcoming different backgrounds, experiences, and perspectives.

IHG gives every member of the team the room they need to belong, grow and make a difference in a collaborative environment. We know that to work well, we need to feel well – both inside and outside of work – and through our well-being framework, we are committed to supporting well-being in your health, lifestyle, and workplace.

So, join us and you'll become part of our ever-growing global family.



Don't quite meet every single requirement, but still believe you'd be a great fit for the job? We'll never know unless you hit the 'Apply' button. Start your journey with us today and let's #GoFurtherTogether.

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