Position:	Owner Referral Executive	**Date:**	
Business Unit:	Marketing		
Department:	Marketing		
Job Family	Sales & Marketing		
Reports to:	Owner Referral Manager		
Career Band:	N/A		

JOBSUMMARY

Promote awareness of brand image internally and externally. Use sales techniques that maximize revenue while maintaining existing guest loyalty to Marriott. Recognize opportunities to up-sell the customer and sell enhancements to create a better Marriott experience or event. Encourage guests or callers to purchase or schedule preview package sales/tours. Explain details and requirements related to attending a sales presentation to potential owners. Verify that individuals meet eligibility requirements for preview package sales/tours prior to scheduling a tour for a Marriott vacation club property. Determine and give complimentaries to guests as gifts for their patronage (e.g., rewards points, show tickets). Answer guest questions about property facilities/services. Receive, record, and relay messages accurately, completely, and legibly.

Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; thank guests with genuine appreciation. Speak with others using clear and professional language; prepare and review written documents accurately and completely; answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees. Comply with quality assurance expectations and standards. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance; stand, sit, or walk for an extended period of time. Perform other reasonable job duties as requested by Supervisors.

CANDIDATE PROFILE

Preferred Education and Experience

- High school diploma/G.E.D. equivalent
- No related work experience is required
- No supervisory experience is required

JOB SPECIFIC TASKS

Policies and Procedures

- Maintain confidentiality of proprietary materials and information.
- Protect the privacy and security of guests and coworkers.
- Follow company and department policies and procedures.
- Ensure personal appearance is clean, hygienic, professional and in compliance with company policies and procedures.

Guest Relations

- Contact, greet and welcome all arriving/returning owners, prospective owners and leads promptly and professionally with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process to resolve issues, delight, and build trust.
- Thank guests with genuine appreciation and provide a fond farewell.
- Address guests' service needs in a professional, positive, and timely manner.

Communication

- Speak to guests and co-workers using clear, appropriate and professional language.
- Talk with and listen to other employees to effectively exchange information.

Working with Others

- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive and productive working relationships with other employees and departments.
- Handle sensitive issues with employees and/or guests with tact, respect, diplomacy, and confidentiality.
- Assist in creating a pleasant team work environment and maintain a productive and positive team spirit.

Quality Assurance/Quality Improvement

- Comply with quality assurance expectations and standards.
- Demonstrate total understanding of the Maikhao Beach Club culture as well as those standards of conduct and operation that exist with Marriott Vacation Club International (MVCI). Uphold MVCI's highest standards of integrity and guest service.

Sales

- Promote awareness of brand image internally and externally.
- Use sales techniques that maximize revenue while maintaining existing guest loyalty to Marriott.

Other:

- Perform all tasks in a timely manner ensuring all deadlines are met.
- Perform other reasonable duty or function that may be assigned by management.
- Be proactive and have a flexible approach to work, meeting the needs of the team and the business at all times.
- Maintain an attitude and commitment to provide excellent service to all customers and associates.
- Respond sensitively to the needs and feeling of others, regardless of status of position; accept interpersonal differences and maintain a constructive rapport with all associates and customers.
- Maintain computer systems knowledge (Goldmine, Timeshareware, Outlook, Word and Excel).
- Maintain current computer systems knowledge as used by the company.
- Work with all colleagues as a team, supporting the needs within that team and those of the business at all times.

COMPETENCIES, BASIC SKILLS, PERSONAL CHARACTERISTICS

Personal Attributes • Integrity • Dependability • Positive Demeanor • Presentation • Stress Tolerance • Adaptability • Good hospitality skills; superior guest service and salesmanship	**Interpersonal Skills** • Interpersonal Skills • Customer Service Orientation • Diversity Relations • Team Work • Influence • Ability to follow up and maintain a relationship with clients over a long period of time • Telemarketing and personal contact skills	**Communications** • English Language Proficiency • Communication skills, both verbal and written • Listening • Exceptional telephone skills • Applied Reading
Analytical Skills • Learning		

EVALUCATION PROCESS

By whom: Owner Referral Manager

Frequency: Standard: Mid-year review with a full performance review in December annually.

Criteria: Accuracy, timeliness, positive attitude, and overall performance

Standards: Quality/Quantity of work, reliability and dependability

I confirm I have read, understand and agree to the above Job Description, which outlines the responsibilities of my job.

Signed: _____

Print Name: _____

Date: _____