**Standard Operating Procedure**

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| **DEPARTMENT:** | Sales & Marketing |
| **TOPIC:** | **Sales Hours** |
| **ORIGIN DATE:** | November 2011 |
| **SECTION:** | S&M109 |

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| **Policy:** |
| All Sales Professionals must understand the Sales and Catering Office hours and work their schedules to adhere to this policy. |

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| **Objective:** |
| * We believes that our “Sales Professionals” are responsible for the majority of all “sales efforts” related to the hotels. It is their responsibility to be available to clients in order to set ourselves above our competition. |

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| **Minimum Standard:** | **Accountability:** |
| * Monday through Friday: 8:00am-5:30pm * Saturday: 10:00am-3:00pm | DOS, Sales Manager, Sales Coordinator, Catering DOS, Catering Sales Manager, Catering Sales Coordinator. |