

POSITION DESCRIPTION

POSITION TITLE: HOTEL PRODUCT LINE MANAGER

DEPARTMENT: HOTEL PRODUCT LINE

REPORTING TO: SENIOR DIRECTOR INDIA (GENERAL MANAGEMENT)

PRIMARY OBJECTIVE OF POSITION

Be the business owner of the Hotel product line for CWT and manage its profitable growth

MAJOR AREAS OF ACCOUNTABILITY

- Develop and evolve the business model for CWT India in the *Hotel* space
- Product offering(s)
- Revenue model (pricing to suppliers and customers)
- Business intelligence on market and competitors
- Establish the operational delivery process at front-end and back-end
- Tools
- Processes
- Data tracking and reporting
- Liaise with suppliers
- Negotiate content for CWT (hoteliers and hotel consolidators)
- Ensure content availability and rate loading
- Third-party tool providers (e.g. online applications) if needed
- Plan and execute external communication strategy, and develop marketing collaterals
- Manage performance
- Build operational dashboards and financial tracking, in cooperation with Finance, for the Hotel product line.
- Work with Director of Traveller & Transaction Services ("TTS") and HR on individual performance management of frontline agents (compensation, KPI, behaviours)
- Coordinate with all functions connected to the Hotel product line:
- *TTS* India and in branches. In particular, joint effort will be required to assess cost component of hotel fulfilment when hotel booking is done at TTS Point of Sale
- *Asia Pacific Supplier Management* organization
- *CWT Hotel Solutions Asia Pacific* (consulting arm of CWT)
- *Program Management* (ensuring content loading of CWT clients and end user marketing for increased penetration)
- Finance

PRINCIPLE OBJECTIVES / KPI's

- Growth in tracked hotel bookings and in room-nights
- Net revenue collected (from suppliers locally, customers, Global Hotel partnership revenue)
- Net contribution (total direct revenue – total direct costs) related to the Hotel product line
- EBITDA; Cash Flow
- Client satisfaction

REQUIRED QUALIFICATION AND EXPERIENCE

- Qualifications: University Graduate.
- >8 years work experience, with at least 3 years work experience in the Travel Industry
- Direct experience in the Hotel space, either on the supplier of the buyer side
- GDS experience (at a GDS or a travel agent) a strong plus.
- Track record of delivering profitable growth

SPECIFIC SKILLS/COMPETENCIES REQUIRED

- Self-starting, autonomous, high-energy manager
- Agility with numbers; good business sense; basic financial modelling skills
- Negotiation skills; good presentation skills
- Influencing skills in a matrix organization; networking skills
- Writing business presentations (*MS PowerPoint*)

KEY RELATIONSHIPS

- Senior Director India (Direct reported line)
- Director Traveller & Transaction Services (close cooperation expected)

- Direct access to local Branch Managers and front line travel counsellors
- Director HR, Finance
- Externally: Hotel suppliers and hotel-related service providers (e.g: hotel consolidators)

Teamwork is very important to CWT and you will be expected to work as part of a team. This may mean that you will be required to offer assistance to other employees at any time.

Incumbent is encouraged to seek assistance from Line Manager should further clarification relating to Job Description be required.

Incumbent needs to have a valid work permit for India. CWT India will not support work permit applications