



KIGALI SERENA
HOTEL

Re: VACANCY ANNOUNCEMENT:

Job Title: Sales Executive

Location: Kigali Serena Hotel

Employment Type: Full-Time

Job Profile

Kigali Serena Hotel is looking for a passionate and customer focused Sales Executive to support the sales team in promoting hotel services, generating new business opportunities, and maintaining excellent client relationships. The successful candidate will contribute to achieving sales targets and enhancing the hotel's market presence.

Key Job Descriptions / Responsibilities

- Identify and pursue new sales opportunities for accommodation, meetings, conferences, and events.
- Build and maintain strong relationships with corporate clients, travel agencies, and business partners.
- Conduct sales visits, presentations, and follow-up meetings with prospective clients.
- Prepare quotations, proposals, and contracts for clients.
- Assist in implementing sales and marketing strategies to maximize hotel revenue.
- Maintain accurate records of client interactions and sales activities.
- Participate in trade fairs, networking events, and promotional campaigns.
- Work closely with other departments to ensure excellent customer service delivery.
- Prepare periodic sales reports and market feedback.

Qualifications & Experience

- Bachelor's degree in Marketing, Business Administration, Hospitality Management, or related field.
- At least 2 years of experience in sales or customer relations, preferably in hospitality.
- Excellent communication and negotiation skills.
- Strong customer service orientation.
- Good computer skills, including Microsoft Office applications.
- Fluent in English; knowledge of French and/or Kinyarwanda is an added advantage.
- Required Skills & Competencies
- Sales and persuasion skills
- Relationship management
- Teamwork and collaboration
- Problem-solving ability
- Professional appearance and conduct



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- Ability to work with minimal supervision

How to Apply

Interested candidates should submit their CV and cover letter to rwandajobs@serenahotels.com before **25th May 2026**.

Only shortlisted candidates will be Contacted