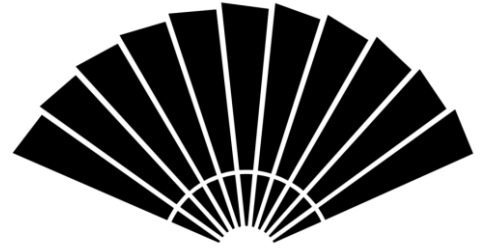


## Head of Sales

Mandarin Oriental Exceptional Homes



## Candidate Pack

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## 01. Executive Summary

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# Mandarin Oriental is looking for a Head of Sales to join their Exceptional Homes team at the London Corporate Office.

Mandarin Oriental is the award-winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world, with a strong development pipeline. Increasingly recognised for creating some of the world's most sought-after properties, the Group provides legendary service inspired by Asian heritage whilst representing the very cutting-edge of luxury experiences.

In December 2024, Mandarin Oriental announced full ownership in its branded collection of the world's finest private vacation homes and mansions and will operate the business independently. In line with the Group's brand-led, guest-centric vision, the portfolio offers more exceptional luxury experiences for guests in sought-after destinations. Launched as a limited collection of eight properties in 2022, the Group plans to grow the portfolio and further cement its leadership in the luxury villa market and simultaneously grow the base of Fans around the world.

Based at the Mandarin Oriental Corporate Office within the Exceptional Homes Team in London, the Head of Sales is responsible for bringing sales leads, driving leisure sales from third parties' and agencies.

Mandarin Oriental are looking for an individual with strong selling skills to help launch this product into the market and make an immediate sales impact. The Head of Sales will have strong understanding and experience in luxury hospitality and more specifically in leisure sales in the UK, European and Middle East markets.

Applications should consist of a CV accompanied by a brief covering letter addressing the criteria in the Person Specification.

These can be uploaded [here](#) or please contact Barbara Taylor on [Barbara.taylor@society-search.com](mailto:Barbara.taylor@society-search.com) for more details.

The deadline for receipt of applications is midday (GMT) on Monday 31 March 2025.



## 02. About Mandarin Oriental Exceptional Homes

A truly unique lifestyle with the best of both worlds; the comforts of owning a private home combined with the unsurpassed amenities and legendary service of Mandarin Oriental.

A hand-picked collection of the world's finest private vacation homes, delivering exceptional Mandarin Oriental services and experiences.

- Bali
  - [Uluwatu Estate](#)
- Bel Air, Los Angeles
  - [Villa Infinity](#)
  - [Villa Serenity](#)
- Thailand
  - [Villa Amarisa](#)
  - [Villa Mayavee](#)
- Santorini, Greece:
  - [Villa Aegean](#)
  - [Villa Caldera](#)
- French Riviera, France:
  - [Château de la Croix des Gardes](#)
  - [Villa O](#)
  - [Villa Palmira](#)
  - [Villa Riviera](#)
  - [La Maison vue de Saint Jean](#)
- Puglia, Italy
  - [Masseria Petrarolo](#)
  - [Masseria Pistola](#)
- Costa Brava, Spain
  - [Mas Mateu](#)
- Ibiza, Spain:
  - [Villa Casanova](#)
  - [The Palms](#)
  - [Villa Lagarto](#)
- Mallorca, Spain
  - [Villa Puesta del Sol](#)
  - [Can Catalina](#)
  - [Ca'n Miquelet](#)
- United Kingdom:
  - [Coombe End Manor](#)
  - [Regent's Park Avenue](#)
  - [Regent's Park Mansion](#)
  - [Cirencester Estate](#)
  - [Bittescombe Lodge and Deer Park](#)

### Key Stakeholders



[Laurent Kleitman](#)  
Group Chief Executive Officer



[Amanda Hyndman](#)  
Chief Operating Officer



[Ersev Demiroz](#)  
General Manager Exceptional Homes

For more information, visit <https://www.mandarinoriental.com/en/exclusive-homes>

## 02. About Mandarin Oriental Exceptional Homes

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The Group now operates 41 hotels, 12 residences and 26 exclusive homes in 26 countries and territories with many more projects under development.

Mandarin Oriental continues to drive its reputation as an innovative leader in luxury hospitality, delivering sustainable growth over the long term. The Group is a member of the Jardine Matheson Group.

Exceptional homes are inspected by Mandarin Oriental to ensure the utmost quality and safety standards, as well as prime locations within top leisure destinations.

**Dedicated concierge:** from initial booking right through to departure, a dedicated concierge will be on-hand to assist with pre-arrival requests and to arrange local experiences and transportation.

**Private, on-demand culinary experiences:** an in-house private chef approved by Mandarin Oriental's culinary experts will design bespoke menus based on guest preferences and local seasonal produce.

**Impeccable housekeeping:** daily service inspired by Mandarin Oriental's exacting housekeeping standards.

**Family-friendly experiences:** special arrangements for children of all ages.

**Thorough health and safety standards:** all homes undergo rigorous health and safety audits, including increased hygiene awareness in response to COVID-19, overseen by Mandarin Oriental's risk management team.

**Luxurious amenities:** from opulent bathrobes to sustainable bamboo toothbrushes, a suite of amenities unique to Mandarin Oriental will form part of the experience.

**Exclusive benefits for Mandarin Oriental regular guests:** special benefits and experiences are provided for members of 'Fans of M.O.'; the Group's guest-recognition program.

For further information visit

[www.mandarinoriental.com/exclusive-homes](http://www.mandarinoriental.com/exclusive-homes)













### 03. Role Description

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As part of its commitment to accelerating portfolio growth, the focus is on expansion of luxury leisure destinations, in European summer hotspots across the Mediterranean, winter retreats in the Alps, both summer and winter destinations in North America.

Mandarin Oriental is looking for a Head of Sales to join our Exceptional Homes team at the London Corporate Office. Based at the Mandarin Oriental Corporate Office within the Exceptional Homes Team in London, the Head of Sales is responsible for bringing sales leads, driving leisure sales from third parties' and agencies.

The Manager is a great problem-solver, a self-starter and naturally creative, pragmatic, and collaborative.

We are looking for an individual with strong selling skills to help launch this product into the market and make an immediate sales impact. The Head of Sales will have strong understanding and experience in luxury hospitality and more specifically in leisure sales in the UK, European and Middle East markets.

Are you a master of craft? Do you thrive in a team that succeeds together, demonstrating integrity and respect while acting responsibly? Do you embrace a growth mindset? We invite you to become a fan of the exceptional.

Key responsibilities will include:

#### Key Account Management and Strategic Planning (50%)

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- manages a portfolio of top accounts in line with regional account list and develop, implement and evaluate key account plans on a bi-annual basis;
- strategically supports allocated Villas through participation in performance calls, pre-opening calls, internal and owner business reviews, regional revenue/sales calls, market intel reports and on property/virtual on-boarding and mentoring calls where needed;
- maintains good working relationships within all MOHG hotels and Head Office, ensuring prompt,

informative replies to enquiries, quality lead generation and to provide thorough details on qualified accounts;

- identifies new business opportunities within existing/potential accounts in region, drives cross-selling and upselling initiatives;
- keeps abreast of and report on, market trends, competitor activities, and client feedback as needed.

#### Sales Team Leadership and Development (30%)

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- leads the sales team of three colleagues to drive and maximise working relationships with selected key and incubation accounts to exceed annual targets;
- supports ongoing development of team through coaching, mentoring and annual PDP recorded on Page U;
- prepares annual departmental P&L and manages in line with budget;
- completes and manages individual and team Balance Scorecards in line with Global Sales strategy and guidelines inclusive of annual account list review.

#### Sales and Business Development (20%)

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- develops strong business relationships in the region to understand and deliver on their needs, as well as drive their engagement with our sales strategies, tools and systems;
- develops and delivers compelling sales presentations to key decision-makers and stakeholders.



## 04. Person Specification

The successful candidate will be expected to demonstrate evidence of the following skills, capabilities and experience:

- Interpersonal Savvy – relates well to all kinds of people up, down, laterally, inside and outside the organization; builds appropriate rapport, builds constructive and effective relationships; uses diplomacy and tact.
- Strong negotiation and communication skills, with the ability to build and maintain relationships with key stakeholders.
- Strong experience building & maintaining C-Level agency and client relationships.
- Presentation skills at senior management and C-Level.
- Bachelor's degree required preferably in Hotel Management, Business Administrations, Marketing.
- 7+ years' experience working in hotels, travel trade or similar fast-paced industry.
- 3+ years' experience of building and leading sales teams.
- Proven track record of over achievement against ambitious revenue and growth goals.
- Expert in Travel Industry.
- Fluent in English language skills.

### Our Commitment to You

- **Learning & Development.** Your success is our success. We craft unique learning and development programmes for various stages in your career so that you grow, continuously.
- **MOstay.** When you work as hard as our colleagues do, it's important to take time off. As a member of the #MOfamily, you can stay with us wherever you go in the world. The MOstay programme offers complimentary nights and additionally attractive rates on rooms for you and your loved ones.
- **Health & Colleague Wellness.** Finding the right work-life balance is important. Your wellbeing matters to us. A variety of health benefits and wellness programmes are offered to all our colleagues, globally.
- **Retirement Plans.** When you show commitment to us, we reciprocate. We offer different retirement plans depending on the length of your service and your role.



## 05. Appointment Details and How to Apply

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Mandarin Oriental Exceptional Homes is being assisted in this appointment process by the executive search firm Society ([www.society-search.com](http://www.society-search.com)).

Applications should consist of:

1. a concise covering letter (ideally no longer than two pages), addressing the criteria in the Person Specification;
2. an up-to-date curriculum vitae;
3. names and contact details of three referees (although referees will only be approached at the final stage of the process, and only with your express permission).

General advice on how to write a [strong CV](#) and [strong covering letter](#) can be found on our website.

To upload your documents via Society's website, click [here](#).

The deadline for receipt of applications is midday on Monday 31 March 2025.

Shortlisted candidates will be invited to interview from Tuesday, 1 April 2025.

An appointment will be made subject to receipt of satisfactory references. The appointed candidate will be offered a salary that is commensurate with their experience and the seniority of their new role.

We are committed to ensuring that anyone can access our application processes. This includes people with hearing, sight, mobility, and cognitive impairments. Should you require access to this document in an alternative format, wish to apply in a different format, or need any other reasonable adjustments made for you (including at interview), please contact us at [inclusion@society-search.com](mailto:inclusion@society-search.com). We also welcome suggestions or comments about any more general access improvements we should consider.







# Society

Global Executive Search

Certified



Corporation

10%  
The Society  
Foundation

Society is a global executive search firm and a certified B Corporation. 10% of our profits go to charitable causes through The Society Foundation. With colleagues in the United Kingdom and New Zealand, we solve senior hiring challenges for responsible businesses and purpose-driven organisations around the world.

We believe that the right candidate, placed in the right organisation at the right time, can initiate a chain reaction of transformative change that will help to deliver a more inclusive and sustainable future.

Certified



Corporation