**Sales Head Key Responsibilities:**

1. Performing the role of a leader and in co-ordination with the Centre Head, allocation of individual sales targets to the Centre sales team as well as individual employees aiming towards the achievement of centre’s sales target.
2. To be well conversant with the Slimming & Beauty Services / Treatments / Appliances / Products and make constant effort to update one’s knowledge on products and services being offered by Company and Competitors in order to handle queries with regard to package formulation and pricing and prepare the Centre team to deal with these issues as well.
3. To strategize, plan and execute events for creating awareness and enhancing sales on the basis of market segment focusing on the specific service / product to be promoted in consultation with the Center Head.
4. To take guidance from the respective functions in corporate office (slimming and beauty) for effective formulation of scientific customized package aiming towards result oriented service delivery.
5. To motivate and guide the centre staff for scientific, customized bookings and ensuring a proper sales rotation sequence.
6. To monitor and motivate the already booked, in house clients for their result achievement / program progress and not just up selling / cross selling of existing package.
7. To ensure that the PD Form is completely filled along with the necessary assessments for formulation of customized package.
8. To monitor and execute the discount policies as specified by the Corporate and to train the staff to quote and negotiate prices by offering alternate programs suitable as per individual requirement and budget constraints.
9. To ensure customer satisfaction and customer delight with respect to all services/ products/ and sustenance of results.
10. To maintain and update all sales related paperwork and documentation -records of booked and uncooked clients on periodic basis, all media, advertising, marketing and sales related records and to send the relevant data to the Corporate as per specified timelines .
11. To attend trainings as and when nominated and practice / impart the learned training inputs to other staff members as well.
12. To ensure that all the customer complaints are promptly and professionally attended at the centre level.
13. To ensure Centre discipline, hygiene and cleanliness, professional ethics & healthy atmosphere.
14. To follow-up on irregular clients both in Slimming & Beauty for improving regularity
15. To promote the WOL memberships / Family cards or any other promotional programs launched by the corporate from time to time.