

VISION

To position Exhibition World Bahrain as a leading global destination for our international guests and creating a long-term legacy and positive economic impact for the people of Bahrain.

MISSION

To provide a multi-purpose, state of the art Exhibition and Convention Centre that offers innovative, flexible, and sustainable solutions and creating memorable experiences for our clients, delegates, and visitors. **WE** are committed to sharing and imparting knowledge, building & developing skillsets and mentoring of Bahraini Nationals.

GUIDING PRINCIPLES

ONE TEAM – **WE** support, respect, collaborate and work together as one. **WE** embrace and celebrate diversity and inclusion and recognize that each one of us, play a unique part in achieving overall success. We are one team.

SERVICE EXCELLENCE – **WE** create and deliver memorable world-class, unique experiences, through delivering high quality, innovative service, and products to the people of Bahrain and our international guests.

OWNERSHIP – **WE** do what we say we will do, deliver on our promises, and follow through. We take responsibility for our actions and bring solutions to the table. We own our responsibilities and follow these through to completion.

INTEGRITY – **WE** value and demonstrate integrity in everything we do –from the way we engage with our colleagues and guests, through to our stake holders. We are honest, ethical, and transparent in all that we do.

SAFETY – **WE** pride ourselves on operating and delivering a safe venue, always ensuring that safety is embedded in everything we do and becomes part of our DNA. Safety first every time.

SOCIAL RESPONSIBILITY – **WE** are committed to the health and well-being of our planet, the Bahrain community and our people and guests. **WE** strive to maintain a sustainable business through adopting world-class work practices through recycling, solar energy, reducing plastics, reducing food wastage and energy management. **WE are committed to leading the way for the Bahrain community and our guests.**

- ▲ **Position:** Business Development Executive
- ▲ **Reporting Line:** Head of Business Development
- ▲ **Department:** Business Development
- ▲ **Ref:**

▲ Purpose/ Scope:

- ▲ The first point of contact in the business development team for enquiries related to business development.
- ▲ Business development administration which will lead to the smooth and efficient running of the department.
- ▲ Database Management and reporting in conjunction with the manager.
- ▲ Assist with the development and implementation of new innovations, improvements to processes, and improvements or upgrades to existing EWB products and services.

▲ Duties & Responsibilities:

▲ Sales & Administration

- ▲ Receiving all incoming inquiry calls and filtering to relevant business development staff.
- ▲ Actioning all business development related requests in conjunction with the Head of Business Development and Director of Business Development.
- ▲ Preparation and following up of proposals & contracts in conjunction with Head of Business Development and Director of Business Development.
- ▲ Checking availability of conference and exhibition space.
- ▲ Preparation of presentations as required.
- ▲ Co-ordinating and hosting of familiarisations/site inspections as requested.
- ▲ Conduct sales calls to target opportunities in the corporate, government, and wedding market.
- ▲ Research new opportunities to win new business.
- ▲ Attend tradeshow and conferences on behalf of EWB when required.
- ▲ Prepare proposals, contracts, and other documents using the event system to support to the department.
- ▲ Understand/ research competitive pricing in the market and report to the Director of Business Development from time to time to ensure EWB offers the right product.
- ▲ Perform tasks and duties to support the department as needed by the Director of Business Development.

▲ Database Management and Reporting

- ▲ Ensure all accounts, contacts, opportunities and events are accurately entered in the event system and regularly maintain/update the database.
- ▲ Preparing & distributing the daily enquiry report.
- ▲ Assist in the management and maintenance of database.
- ▲ Month-end reports for the business development team.

▲ Systems and Procedures

- ▲ Follow EWB policies and procedures and departmental service standards.
- ▲ Suggest any improvements that could be made to improve existing systems and procedures

▲ General Responsibilities:

▲ Promotion of the venue services and facilities to Clients

- ▲ Friendly, professional communication always.
- ▲ Be cooperative and willing to assist as required.
- ▲ Demonstrate a positive and professional image, representing EWB and ASM Global.
- ▲ Commit to the Vision, Mission, and Guiding Principles.

▲ Work Ethic

- ▲ Lead by example and act as a role model.
- ▲ Ensure all work practices are carried out in a professional, ethical, and transparent manner.
- ▲ Communication is open, transparent, and culturally sensitive.
- ▲ Communicate regularly and effectively with all departments.
- ▲ Demonstrate cultural intelligence and ensure all team members are treated in a fair and equitable manner.
- ▲ Be punctual and on time for work.
- ▲ Ensure grooming and dress code is professional and respectful of the Bahrain and Middle East environment.
- ▲ Ensure confidential meetings/discussions are kept confidential.
- ▲ Adhere to the EWB/ASM Global Code of Conduct.

▲ Problem Solving

- ▲ Timely response to any issues or situations
- ▲ Provide client and/or team feedback
- ▲ Identify potential issues or areas of concern and identify ways to improve or rectify situation

▲ Reporting Damage to property or equipment

- ▲ Follow correct procedures and report any damage.
- ▲ Ensure correct paperwork is completed and submitted in a timely manner.
- ▲ Contact Head of Facilities for anything urgent.

Other Duties:

- ▶ Perform other duties as directed by your manager.
- ▶ Be flexible and willing to assist with the other duties as required.
- ▶ Promote customer relations by displaying a positive attitude, identifying needs, and meeting client expectations.
- ▶ Develop and maintain effective relationships with other department team members and EWB staff through appropriate communication and a positive attitude.
- ▶ Ensure personal presentation, punctuality, and reliability, which reflect the corporate image of EWB.
- ▶ Identify and resolve challenging situations as they arise both internally and externally.
- ▶ Prepare analyses, reports and correspondence as required.
- ▶ Participate in training as directed by the Department Head / General Manager.
- ▶ Establish, develop and maintain effective working relationships with industry bodies and associations.
- ▶ Inform and communicate with any significant problems that may jeopardize or impinge the company goals and reputation to the General Manager and/ or Executive Team.

Candidate Requirement

- ▶ BSc/BA in business administration, sales or relevant field
- ▶ Ability to meet deadlines and collaborate with a team
- ▶ Proficiency in MS Office and CRM software (e.g. Salesforce)
- ▶ Proficiency in English
- ▶ Market knowledge
- ▶ Communication and negotiation skills
- ▶ Ability to build rapport
- ▶ Time management and planning skills

Employee Name:	Department:
Employee Signature:	Date: