



NEW YORK KITCHEN

Event Sales Manager

Department: Events

FLSA Status: Exempt

Job Type: Full-time

JOB SUMMARY:

The Event Sales Manager represents NY Kitchen as primary point of contact for all Private Events and bus tours. The manager handles all activity throughout NY Kitchen, off-site catering at Finger Lakes Welcome Center and Fort Hill Performing Arts Center, and the Food Truck. The Event Sales Manager oversees the full sales process, coordination and execution of all private events.

REPORTS TO: General Manager

ESSENTIAL FUNCTIONS:

- Sells and ensures deliverables of NY Kitchen private events.
- Sells NY Kitchen mission and vision to public, establishing relationships through networking.
- Solicits new and returning client business, maintains relationships with industry influencers and key community partners for maximum venue use and exposure.
- Represents NY Kitchen as sales and marketing officer, staying current with trends in the industry and local market changes to best fulfill NY Kitchen mission.
- Negotiates, upsells, closes, and services events.
- Ensures creative planning and delivery of all events.
- Completes necessary follow-up with clients to ensure that all needs are met, deposits are received and all information is confirmed in a timely manner.
- Develops timely, accurate, and complete documentation and communication throughout NY Kitchen to exceed guest/client expectations and fulfill all deliverables.
- Completes event recap summary for each event, to apply lessons learned for continuous improvement.
- Conducts weekly meetings to ensure desired execution and deliverables meet NY Kitchen's standards and exceeds guests' expectations.
- Ensures profitability, sales, and sales booking pace to ensure profitability.

EDUCATION & EXPERIENCE:

- Degree in sales, hospitality or related field preferred.
- One to three years of event catering and/or sales experience preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent sales skills, including the ability to up-sell, negotiate with and guide/lead client.



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- Knowledge of catering/event operations and service.
- Excellent communication, guest relations, organizational and administrative skills.
- Ability to work well in stressful, high-pressure situations including handling guest complaints and disputes and resolving them to satisfactory results.
- Ability and experience selling \$50,000--\$100,000 event sales per month on and offsite.
- Proficiency in MS Outlook, Word, and Excel required.
- Ability to effectively listen to, understand, and clarify concerns and issues raised by team members and guests.
- Ability to work a flexible schedule including nights, days, weekends and holidays.
- Desire to continually develop self, seeking certification in wine, service, and leadership.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to maintain a stationary position; move; be able to operate/use, objects, tools or controls; ascend/descend stairs; have the ability to position one's self to perform various tasks; communicate with guests and staff; distinguish flavors. The employee must occasionally move up to 25 pounds. Must be able to detect objects close-up and at a distance, determine color and depth, and observe surroundings. Employee is required to spend the majority of time on his/her feet and maintain a stationary position or move without a break for up to six (6) hours.

While performing the duties of this job, the employee is not exposed to weather conditions.

The noise level in the work environment is usually moderate.

DATE REVISED: 2/19/2020