

## **Event Services Manager**

### **Charleston Harbor Resort & Marina**

The Event Services Manager is responsible for selling, detailing & overseeing all Fish House group bookings, as well as providing support to Catering Director and Wedding Sales Manager for banquet events. A flexible schedule required to include nights & weekends.

#### Fish House Duties/Responsibilities:

- Respond in a timely manner to all inquiries for large party reservations (20+) at the Fish House
- Follow-up with all Fish House large party inquiries to secure event booking
- Detail all Fish House large party events—coordinate menu selection, create BEO, work with Chef to customize menu options when applicable, coordinate set-up needs, create layouts, assist with set-up when needed
- Design and print customized menus and provide to Fish House staff for distribution day of events
- Create & distribute BEOs & Resumes (when applicable) to effectively communicate group needs
- Upsell customers in all possible areas
- Work with Fish House FOH and BOH staff to ensure guest standards are met
- Work with culinary team to create new menus or tweak existing offerings to enhance offerings for potential groups
- Responsible for completion of post-event billing to ensure all invoices are received and given to accounting for processing
- Maintain communication with clients after event to encourage customer retention
- Maintain and exceed quarterly budgeted Fish House group sales goals
- Research opportunities for Fish House to host local meetups and networking groups
- Initiate quarterly sales calls to local businesses and hotels in Charleston area
- Collaborate with Social Media Coordinator to assist with gathering photos and content for Fish House social media platforms
- Work daily with all resort departments to insure guest/meeting needs are understood & met, overcoming all program related challenges as they arise.

#### Banquet Event Duties/Responsibilities:

- Assist Catering Director with administrative tasks for in-house groups such as: Food Signs, Menus, Drink Tickets, Breakfast Vouchers, Door Signs, etc.
- Book Holiday Parties for both Banquets and Fish House; detail Fish House Holiday Parties and introduce Catering Director to detail banquets/resort Holiday Parties holiday parties
- Work as needed with Director of Catering to sell and detail certain stand-alone catering events (within 30-day period)
- Remain informed of in-house and upcoming groups with intent to step in if Catering Director is off property

## Wedding Event Responsibilities/Duties

- Respond in a timely manner to all initial wedding inquiries providing wedding packet, catering menus and standard pricing sheet
- Answer preliminary questions and gather information on date/spaces of interest before introducing Wedding Sales Manager to provide formal quote
- Schedule site visits for Wedding Sales Manager
- Lead site visits when Wedding Sales Manager is not available and during busy season
- Create sample BEOs during inquiry phase
- Provide Wedding Sales Manager with day-of event support including overseeing set-up, checking in with banquet staff upon arrival, acting as on-site contact for various wedding vendors, creating food signs and ensuring food and service are executed to the client's satisfaction.
- Attend wedding industry networking events
- Follow-up with photographers from previous wedding season to request venue images in order to keep our photos/marketing material as up to date as possible
- Maintain communication with wedding industry vendors to foster positive relationships
- Reach out to event vendors 1-3 months prior to wedding to go over Resort standards (guaranteed set-up time, parking protocol, power sources, etc.)
- Follow-up with vendors to send "thank you" email after the wedding

### **Qualifications:**

- 2-3 experience years in F&B or hospitality industry preferred.
- Bachelor's Degree in Hospitality, Hotel Management, Business, Sales, or similar field.

This position is salaried based on experience and reports to the Director of Sales & Marketing. Please submit all resumes to [shartman@charlestonharborresort.com](mailto:shartman@charlestonharborresort.com). No phone calls please.