

KING STREET HOSPITALITY GROUP

EVENTS MANAGER

BUSINESS OVERVIEW

King Street Hospitality Group has thoughtfully restored numerous historic venues nestled throughout Downtown Charleston, including both private event spaces (The Gadsden House, Upstairs at Midtown) + public gathering grounds (Vintage Lounge, Blind Tiger, King Street Dispensary, Island Cabana Bar). While each location presents its own unique setting, our guests consistently experience the warmth + charm of exquisite Southern hospitality.

We are venue owners + operators. We are event planners + organizers. We are catering professionals + hosts. Through our multifaceted + hands-on involvement in every celebration, we strive to provide our clients + their guests with the BEST event experience - from offering professional guidance throughout the planning period to delivering refined, authentic + highly personalized services.

In addition to many new + exciting projects, we are unveiling our next private event space in late 2022 + hiring to grow our talented team of event professionals.

POSITION OVERVIEW

Our Events Manager's main objective is to provide our clients, as well as their guests, with a positive + memorable experience. This dynamic position is responsible for overseeing both the planning + execution of assigned events to provide our hosts + their attendees with an unmatched level of personalized service. This role manages direct client communications, supervises staff in their delivery of food + beverage services, supports general venue operations + acts as a liaison between our sales team, operations team + culinary team.

This role directly reports to our Director of Events + Client Relations, as well as actively collaborates with our operations + culinary teams. Additionally, this position is responsible for independently supervising service staff during assigned events.

PROFESSIONAL QUALIFICATIONS

Initial training, as well as continued coaching will be provided; however, experience in a combination of the following industries is highly valuable + expected for our Events Managers:

- events + hospitality
- food + beverage
- retail
- direct customer contact

PERSONAL ATTRIBUTES

Our Event Managers engage in various roles throughout the planning process, as well as during their hands-on execution of assigned events. While many role responsibilities can be learned through training, candidates should demonstrate the following:

- professional + courteous disposition with aptitude for genuine customer service
- impressive work ethic + self-motivated drive for continued improvement
- proactive + resilient problem solving abilities
- calmness + effectiveness under pressure

RESPONSIBILITIES

We encourage each team member to develop the skills necessary to offer sincere + competent service beyond their primary position responsibilities. Enthusiasm, commitment to excellence + growth-driven goals are vital to support our philosophy. The responsibilities listed below provide a summary of minimum responsibilities required for this position's success.

EVENT PLANNING

Event Managers are responsible for proactively + thoughtfully considering all event details to ensure the ability to successfully execute assigned affairs.

FOOD + BEVERAGE

- confirm menu selections
- confirm guest attendance
- confirm special catering requests
- confirm inventory of food, beverage + service supplies
- order materials in collaboration with operations team based on event requirements + inventory
- review orchestration of contracted catering services with culinary team

LOGISTICS

- create (or review, if planner-provided) floor plans, including weather contingency plans
- create (or review, if planner-provided) day-of timelines
- create (or review, if planner-provided) rental orders
- request + review vendor contracts

SERVICE STAFF

- create event specific + detailed timelines notating individual service staff roles + expectations
- send schedule reminders to service staff
- transport service staff uniforms to + from local launderer
- lead seasonal service staff training sessions

VENUE

- support the upkeep, maintenance + organization of KSHG properties + inventory

EVENT EXECUTION

Event Managers are responsible for overseeing venue + catering related operations for assigned events by acting as the onsite contact for clients, vendors + guests, as well as leading food + beverage service staff.

FOOD + BEVERAGE

- conduct service staff meetings prior to guests' arrival + commencement of events
- supervise service staff during events, setups + breakdowns
- proactively communicate with culinary team throughout events
- facilitate adaptation to last minute changes + onsite requests
- ensure complete + appropriate delivery of contracted catering services

CLIENTS

- anticipate + address questions, concerns + requests

VENDORS

- assist with questions, concerns + guidance during events, setups + breakdowns

VENUE

- unlock property prior to events, ensuring space is ready to welcome clients, guests + vendors
- set up venue inventory of tables, chairs + other furniture, when applicable
- direct delivery + assist with setup of third party linens, diningware + other rentals, when applicable
- manage team breakdown + storage of venue inventory, when applicable
- monitor breakdown + pickup of third party rentals, when applicable
- lock property following events, ensuring space is properly cleaned + organized
- calmly + efficiently resolve problems in accordance with KSHG protocol

CLIENT RELATIONS

Event Managers are responsible for developing a personal, yet professional, relationship with assigned clients in order to establish trust + confidence prior to events, as well as act as an advocate for both KSHG + our clientele.

PRE-EVENT

- manage communication + contact with clients, including:
 - email correspondence
 - phone correspondence
 - venue site visits
 - tasting experiences
 - event software portal revisions
 - proactive provision of professional guidance
 - consistent demonstration to go “above + beyond” to clients’ inquiries + requests
 - genuine engagement with a courteous disposition

DURING EVENT

- provide clients with the utmost level of customer service, by:
 - greeting upon arrival + lending team assistance with load in of personal items
 - anticipating + tending to clients’ specific needs + requests
 - bidding farewell upon departure + lending team assistance with load out of personal items

POST-EVENT

- encourage continued relationships with clients, by:
 - sending personalized thank you notes
 - following up for milestone events, such as anniversaries

PUBLIC RELATIONS

Event Managers are responsible for consistently demonstrating a genuine aptitude for service, “can do” attitude + collaborative leadership to provide clients, guests, vendor partners + fellow team members with a positive event experience.

EXTERNAL

- request clients’ review of experiences to provide future, potential hosts with first-hand insight
- follow up for clients’ event photography + videography to utilize in marketing materials

INTERNAL

- share recap of events, including discussion of strategies for continued improvement + excellence
- attend scheduled social gatherings with vendor partners to establish, maintain + better relationships
- attend KSHG continued education opportunities to encourage personal growth
- attend KSHG annual retreat to strengthen team relations + collaboration

ADMINISTRATIVE

Event Managers are responsible for assisting with administrative tasks related to their assigned events.

PRE-EVENT

- send payment reminders to clients prior to determined deadlines
- notate clients’ payments upon receipt

POST-EVENT

- submit service staff hours for payroll
- follow up for additional client balances, when applicable

SCHEDULE

Due to the nature of the local event industry, it is important to note that this position will require commitment on both weekdays + weekends, as well as some evenings + holidays. Schedules will vary based on the day of the week + time of year, as well as specifics of one's assigned events. Traditional expectations for our Events Managers are as follows:

WEEKLY

- 40-60 hours

MONDAYS - THURSDAYS

- 2-3 days focused in-office preparing for assigned events

FRIDAYS - SUNDAYS

- 2-3 days focused on-site executing assigned events

COMPENSATION

With many new projects in progress, KSHG offers strong growth opportunities, ongoing incentives + additional benefits. Compensation will depend on individual experience; however, traditional expectations for our Events Managers are as follows:

ANNUAL SALARY

- \$40,000 - \$70,000

SUPPLEMENTARY INCOME

- client gratuities
- seasonal performance bonus

POTENTIAL BENEFITS

- parking
- health insurance
- vehicle stipend
- paid time off
- discount at KSHG establishments
- invitation to KSHG retreat
- continued educational experiences

CANDIDATES SHOULD SEND RESUME TO

admin@KSHGevents.com