



## COMPANY PROFILE

Patrick Properties Hospitality Group (PPHG) is the owner and operator of five historic Charleston properties: Parcel 32, the American Theater, William Aiken House, Lowndes Grove, and the River House at Lowndes Grove. We have a tradition of warm, inviting hospitality that ensures our guests feel welcome, well-cared-for and ever-ready to come back for more. How do we create unforgettable moments? We put our employees first. The ethos of our culture is dialogue, and that dialogue is hospitality.

## JOB DESCRIPTION

**Position:** Catering Event Manager

**Status:** Full Time

**Reports to:** Director of Events

## POSITION OVERVIEW

The Catering Event Manager is a key position responsible for the planning, detailing, and supervision of all culinary, beverage, and venue services at PPHG special events. The Catering Event Manager is the liaison between clients/coordinators and PPHG departments to guarantee successful pre-planning and execution of all events.

## ACCOUNT/FILE MANAGEMENT

- Once assigned an event, act as “second” to the Sales Manager until the event tasting, at which time, take over as the client’s main contact leading up to the day of the event
- Communicate with client and/or coordinator to gather necessary information, such as floor plans, timelines, and rental orders in a timely manner, and assist with those items as necessary
- Responsible for accurate Event Order details, as well as ensuring the final payment is completed on time.
- Lead event operation discussion for assigned events; responsible for follow-up circulation and timely communication with proper departments

## FOOD + BEVERAGE/MENU CONSULTING

- **Proficient Menu Knowledge**
  - Awareness of all ingredients in dishes in order to adjust menu based on allergies and dietary restrictions
- **Conduct Menu Tastings**
  - Describe all menu items as they are served. Discuss timeline, layout, and flow of event, while working in the best interest of PPHG and upholding company standards
- **Conduct Menu Consultations**
  - Schedule phone conference or meeting with clients who are not having a tasting. Describe menu in full detail, and assist clients in making selections based on PPHG recommendations
- **Suggestive Selling**

- Uphold food and beverage minimums. Offer creative enhancements to meet minimums, as well as elevate events
- **Deadlines + Prioritization**
  - Ability to meet culinary and event deadlines, as well as complete administrative work in a timely fashion, prioritizing when necessary

## **EVENT DAY MANAGEMENT**

- Act as an opening or closing Event Manager for other events when needed, overseeing both setup and breakdown
- Responsible for greeting client and planner upon arrival. Act as liaison between PPHG venues and vendors on site.
- Manage venue, staff and food and beverage service during event to ensure outstanding service by staff. Provides excellent communication and works cooperatively with the culinary team.
- Assist with property management and upkeep to ensure standards meet or exceed company expectations, including venue interiors, grounds, and all storage spaces

## **OTHER RESPONSIBILITIES**

- Attend weekly event and operational team meetings to be thoroughly informed of event details and logistics
- Expected to actively participate in event operations and provide hands-on support to deliver events in keeping with PPHG standards
- Submit all outside rental invoices, receipts, and closing inventories to CFO and appropriate Sales Manager
- Promote positive guest relations, making every effort to accommodate any guest's reasonable request during an event
- Communicate with Director of Events for event needs

## **REQUIRED SKILLS**

*\*Prior event and food + beverage background required for this position.*

### **Additionally, the Event Manager must:**

- Possess a minimum of 2 years of prior event management experience, including file account holding.
- Possess knowledge of proper table service
- Enforce PPHG standards, policies, and procedures with assigned staff
- Creates confidence and trust with others. Is socially aware of self and others and is known for communicating the right message at the right time
- Prioritize and organize work assignments; delegate work when appropriate
- Motivate and manage assigned staff while maintaining a cohesive team and following up with corrections when necessary
- Think clearly to analyze and resolve problems, exercising good judgment
- Focus attention on details while working without direct supervision
- Work cooperatively and professionally with other departments, with respect to the chain of command
- Possess mature, professional demeanor to interact and communicate with vendors, staff, and guests
- Have the ability to quickly and smoothly handle unanticipated changes and needs during an event
- Be able to stand for an extended period of time
- Be ServSafe-certified

- Work on site at all PPHG properties, off site as needed
- Be on time and have a flexible schedule
- Be physically capable of transporting and placing tables, chairs, podiums, and other event equipment (maximum 30 lbs.)
- Hold a Bachelor's Degree or higher

**TO APPLY:**

Please send resume and cover letter to [work@pphgcharleston.com](mailto:work@pphgcharleston.com).