

Event Coordinator

Sugarsnap's Event Coordinator (EC) position is a full time, hourly wage team member of Sugarsnap's Full Service operation. The EC is responsible for organizing and detailing events and on-site Event Management. In addition, the Event Coordinator, works on projects to benefit the organization of the full service department as assigned.

The ideal candidate has a "can do" attitude, flexible schedule, positive outlook, strong work ethic and solution orientation. The EC must be able to solve problems and communicate with all departments:

Customer Service: ensure the highest caliber of customer service in all aspects of the event construction process including: professional conduct and demeanor and attention to detail through planning the small details and overall client satisfaction at the event.

Communication: Provides effective, clear and organized communication with all Sugarsnap departments to relay appropriate information as needed through verbal and written communication to ensure that Kitchen is executing orders to the clients requests

Most important, Sugarsnap's event coordinator will be a champion of overall continuous improvement, emphasizing to all team and event staff members the importance (and fun) of making Sugarsnap events successful, aesthetically appealing, and smooth.

Organized & Efficient: Key to the success of this position due to variable moving parts of the job, Must have proven ability to juggle projects and events.

Daily Operational Tasks

- Coordination/Office Support for Event Producers & D.O.O
- Table and Floor Layouts---Set ups and signage
- Preparing and executing packouts
- Resetting Kits, organizing inventory, other small projects/duties
- Cleaning Inventory spaces
- Follow weekly tasks or projects assigned by the D.O.O
- Following Event Process document and communicate clearly to D.O.O and Event Producer
- Organization: detailing and organizing online documents, organize and clean supplies in the office
- Cross training: provide coverage to the Sales team with phone messages when necessary
- Meetings: ensure that events are detailed out in a timely manner for the weekly meeting, with all pertinent information present; static meeting with D.O.O; Events meeting weekly with the team

Event Execution

- Helping to mentor and motivate event staff/servers through onsite training
- Leader for on site Event Management either in packout /packin or thru closing event
- Setting up for events: food signs, polish chafing dishes, wrap equipment for travel, organize FOH & bar packouts for day off transportation to the event site
- Monitor the event as a whole and take care of anything that arises unexpectedly and assure all customer requests and expectations are met by executing the planning document to managing
- Constantly striving to bring forth the best quality and consistent presentation to each customer while keeping within the vision of the Sugarsnap brand clean up procedures onsite and at TP. Manage all (bar, FOH, kitchen) onsite staff from task execution, dress code, presentation of food
- As Event Manager assure that all presentation adheres to Sugarsnap's mission and expectation to the customer
- Understanding allergies and guest needs thru ingredient deck and communication with the kitchen
- Working any events as needed in any role. Acting as a key example to professionalism both for the client and the Sugarsnap Brand. Help execute and oversee all off site catering events as scheduled, either as the event's Onsite Event Manager or another staff position
- Will work with the Sales Producer and D.O.O through following systems and procedures of the Full Service Department.
- Will also work with the D.O.O and Kitchen regarding pending orders and food quality to ensure that the customer's needs and requests are met. The Event Coordinator will

Minimum Skills Required

- Experience – Ideal candidate will have at least 1 year year of hands on catering experience and/or serving experience
- Leadership – As an entrepreneurial company, it is essential that every leader on the team is capable of inspiring employees, partners and customers every day.
- Customer Orientation – At Sugarsnap, all team members are first and foremost advocates for our customers, which means that they should always be considering the customer's needs first. Must be attuned to our clients' needs and concerns, helping us to serve them better (and more profitably).
- Organization –Personal system for keeping track of all small and large detail for a plethora of events requires extreme organization to be successful.
- Attention to Detail – Coordinator must pay close attention to all details at events, including; food quality, presentation, staffing and customer requests.
- Problem Solving – When something's not right, there may not be time to consult with others before solving the problem, so the event manager must be confident in making quick decision.
- Initiative – Every team member be capable and confident of taking initiative to improve our business on a daily basis.

