

Event Sales Specialist: Job Description
Gervasi Vineyard Destinations

Job Title: Event Sales Specialist	Reports to: <i>Event Sales Manager</i>
FLSA Designation: Nonexempt	Date Written/Revised: 2/15/19

Event Sales Specialist

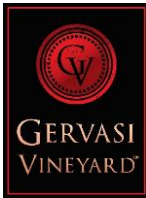
Event Sales Specialist is responsible for the daily operations of the Event Sales Office in conjunction with the Event Sales Manager. The Event Sales Specialist is a knowledgeable asset of the company and able to assist any guest with private event and property inquiries and bookings. The Event Sales Specialist will support the Event Team and other staff with additional projects when needed.

Level: Salary Full Time	Type of Position:	Hours: 40+ per week
	<input type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
	<input type="checkbox"/> Part-time	<input type="checkbox"/> Nonexempt

Job Purpose:

This brief job profile is to give a general idea of the job and in no way states or implies that these are the only duties to be performed by the employee in this position. In our employees, we look for a passion to anticipate and meet our guest needs and the desire to attain the highest levels of quality and service in all areas of Gervasi Vineyard Destinations.

- Duties and Responsibilities (Include but are not limited too):***
- Answer the phone, respond to voicemails and reply to emails same day.
 - Process any bookings and assign events as needed upon receipt of signed agreement.
 - Hand-off signed Villa Grande/Pavilion events to Event Services Manager to be assigned to event coordinators.
 - Follow up with wedding inquiries via email 7 days following last correspondence.
 - Follow up with additional private event inquiries via email at both 3 and 5 days following last correspondence.
 - Attends conventions, conferences, bridal shows and sales meetings to develop industry knowledge and promote sales as needed.
 - Meets with clients to initiate the sales process, discuss packages and make the contract sale.
 - Negotiates contract rates, event packages and pricing, villa pricing, and rental fees with customers to solidify package purchases.
 - Provides accounting department with accurate event billing information for proper invoicing of clients.
 - Conducts site tours/visits with potential clients.
 - Performs all other duties as assigned by Management.
- Supportive Functions***
- Assist with contract updates within Caterease.
 - Regularly attend GV venue event meetings.
 - Assist with bridal and private event appointments.
 - Assist Event staff with set up if time and work load permits.



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Requirements:

- Regular attendance in conformance with the standards, which may be established by Gervasi Management team from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the business.
- Upon employment, all employees are required to fully comply with GV Destination rules and regulations for the safe and efficient operation of restaurant facilities. Employees who violate company rules and regulations will be subject to disciplinary action, up to and including termination of employment.
- Minimum of 21 years of age.
- Must adhere to all State, Federal and Corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests to insure all laws are being followed.
- Excellent communication skills, and eye for detail and the ability to multi-task.
- Able to work all shifts and flexible schedules to accommodate guest requests for appointments

Specific Job Knowledge, Skills and Ability:

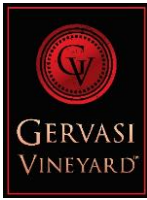
The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Ability to read, write and eloquently and professionally speak the English language sufficient to understand menus, special promotions, record orders, communicate with guests and vendors.
- Ability to fully comprehend guest requests, memos, reservations, promotional materials, event orders and similar written materials.
- Ability to speak the English language sufficient to participate in small employee meetings to impart and comprehend new information.
- Ability to effectively deal with customer complaints and concerns in a friendly and positive manner. This involves listening to the nature of the concern, demonstrating empathy with the customer and providing positive and proactive solutions.
- Perform any general cleaning tasks using standard cleaning products assigned. Adhere to health standards.
- Remain courteous, friendly and professional to co-workers and supervisors at all times.
- Ability to learn and maintain knowledge of GV Destinations.
- Ability to work in a variety of environments, all weather conditions, 1st, 2nd and 3rd floor sections where continual traversing of stairs is a must.

Supportive Functions:

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the Restaurant.

- Performs general cleaning tasks using standard cleaning products as assigned by your supervisor to adhere to health standards.
- Maintain an open line of communication between guests, management and the employees.
- Perform any duties as requested by supervisors.
- Perform other duties and responsibilities as requested i.e., special guest requests.



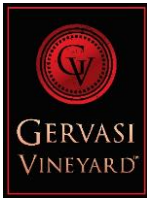
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JOB DESCRIPTION ADDENDUM -PHYSICAL / MENTAL / ENVIRONMENTAL DEMANDS

Check the frequency for each job demand. These definitions are for the frequency of occurrence.

Seldom means the person does the activity 1% - 5% of the time, Occasionally means the person does the activity 6% - 33% of the time
Frequently means the person does the activity 34% - 85% of the time, Continuously means the person does the activity 87% - 100% of the time

Job Demands	S	O	F	C	Comments
Stairs		✓			
Standing		✓			
Walking			✓		
Sitting			✓		
Crouching/Stooping	✓				
Kneeling		✓			
Reaching		✓			
Bending		✓			
Working at Heights	✓				
Climbing/Crawling	✓				
Twisting		✓			
Lifting/Carrying (30 lbs)		✓			
Balancing		✓			
Pushing/Pulling (20 lbs)		✓			
Working with Others				✓	
Working Around Others				✓	
Working Alone	✓				
Interruptions				✓	
Repetitive Motion					
• Hand-Wrist			✓		
• Elbow-Shoulder	✓				
Vision				✓	
Hearing					
• Ordinary Conversation				✓	
Speech					
• Ordinary Conversation				✓	
• Loud Talking		✓			
Touch					
• Finger Dexterity			✓		
Handles High Volume				✓	



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Occupational Hazards Present: Check (✓) if present

Electrical	Heat ✓ (Tours)	Wet Quarters	Toxic Conditions
Dust	Cold ✓ (Tours)	Dangerous Machinery or Moving Objects	Odors
Poor Ventilation	Sudden Temperature changes	Noise ✓	Other

Employee Signature: _____ Date: _____

Employee Name: _____ Date: _____
(Printed)