



## SALES & EVENTS ASSOCIATE

Keane's Wood-Fired is a boutique catering company specializing in weddings, special events and express catering services. For more info on our business and excellent customer reviews see our website [www.keaneswoodfired.com](http://www.keaneswoodfired.com).

**We are looking for an experienced, friendly and detail-oriented hospitality professional to grow our small and effective sales and event management team. This is a part- full time seasonal position with a term of April 1- December 1.**

**Schedule:** Regular week-day office hours and weekend on-site event management, as scheduled. Increased availability during the busy season (May-October) preferred. Office days are generally standard, however the event schedule can vary and most weekends are required.

A sales team associate with Keane's is a primary point of contact for catering clients leading up to event day and should provide the highest level of customer service. This position also includes administrative support to the sales and operations teams.

Duties include

- Answering the Keane's phone, email & walk-in client enquiries;
- Utilizing our event software to create and manage client orders;
- Actively engaging with potential/repeat customers to secure sales;
- Managing weekly administrative event tasks including printing event orders, preparing event binders and administering the weekly team meeting;
- Assisting senior event managers, the operations team and the chefs team with additional administrative tasks, as required.

The event manager should ensure that clients have a meaningful and memorable experience on the event day, including satisfying all reasonable client requests and going above and beyond expectations. Onsite/event managing expectations of this candidate include:

- Working on-site at events at various locations & venues around RI, CT and southern MA;
- Handling front of house logistics and team management with an ability to remain calm, friendly and organized;

- Conducting a pre-start meeting to provide direction and supervision to Keane's team members, delegating tasks and providing on-site training as needed;
- Ensuring proper food service styles and quality is maintained;
- Managing relationships with other on site vendors and venue personnel;
- Recording event notes & feedback in order to continually improve quality of service and;
- Enforcing Keane's standards of practice & staff policies including the alcohol and drama-free workplace policies.

### **Preferred Knowledge /Experience**

- Previous catering, food or event/wedding service experience a plus
- Management or leadership experience a plus
- Familiarity with working in an office environment a plus
- Food safety knowledge a plus, training can be provided
- Must be open and willing to adapt to a dynamic work environment where tasks and pace may change day to day- being a team player is a top priority
- Excellent, professional & friendly communication, organization, and client/guest relations skills, with a drive to create a meaningful experience for the client.
- Proficiency in Google Office Suite
- Tripleseat, WeddingPro, and Toast knowledge is a plus.
- Able to work for 8+ hour shifts on site at events, including weekends and some holidays
- Must be willing to adhere to Keane's Drama -Free Workplace principles

### **Benefits:**

Hourly rate 25-35\$ based on experience and availability

Annual bonus

Paid time off

**Apply with resume and a note about why you are interested in the position to:**

[Kaylyn@keaneswoodfired.com](mailto:Kaylyn@keaneswoodfired.com)