



Client Relations Manager

Job Description

Client Relations and Event Manager should be a highly organized coordinator who manages our catering and event services. The Client Relations Manager responsibilities will include welcoming guests, coordinating events and event planning tasks, overseeing event menus, liaising with the vendors, supervising event staff, ensuring effective communication with kitchen staff regarding upcoming events, researching and securing venues, planning and managing our events' calendar, negotiation quotes and agreements with vendors, assisting with event marketing, monitoring timeframes and budgets, networking, and delivering on event brief objectives. Your creativity, organization skills, and vision will assist our organization in amplifying brand visibility, enhancing client and employee relations, and improve our organization's growth through events that effectively communicate business strategy and brand personality.

To be successful in this role, you should have a personable demeanor, a passion for customer service, as well as good networking and financial management skills. The ideal candidate for this role should demonstrate exceptional organizational abilities, superb interpersonal skills, multi-tasking skills, and excellent time management. The noteworthy event lead should reinforce client-to-business relations. Improve the organization's image, and effectively deliver on event objectives. A willingness to think outside of the box and grow is imperative to your success. Your goal is to be well rounded and able to adapt to every day, events, and challenges to be successful.

- Ensure consistency of the Tomé brand and communication 100% of time.
- Communicate w/ kitchen manager daily on what is selling and not striving to sell or send food back to minimize waste or give food away to local business to help increase sales.
- Responsible for training, supervising, LEADING by examples, recruiting and Nac store team and FOH lead. Develop them to be the Best. I will help you with this as needed. Don't Lower standards but learn how to work with each team member separately.
- Managing weekly orders and sending to me on Thursdays. Must work earnestly to develop and adapt the weekly pars for perishables and non-perishables so



you can set your store up for success. All supplies are to be gathered on Monday from Tomé headquarters.

- If a mistake is made be willing to fix it and learn from it.
- Develop a Budget and learn financial side of Business. So you can learn how to drive sales, grow store.
- Once a year you agree to continuing education to continue to master your craft and so that you can be the best team member, leader, and manager that you can be.
- Communicate effectively with clients regarding booked/potential events.
 - Respond to all event inquiry submissions within 1 week of the estimate being mailed out. Important to attempt the first follow up call by phone to ensure an estimate is received!
 - Ensure to gather necessary info in 1 to 2 phone calls. We are the expert and must get all answers in these calls so that we relieve stress from clients and not add more to them for their event.
 - Striving to make all details of the event is stress free for the clients.
- Set up estimates in and keep items updated with any price changes
- Developing and managing event feedback surveys and post event reports
- Manage any and all payments associated with events.
- Ensure the team is set up with correct information on all kitchen sheets for the week.
- Ensure follow-up is completed with clients.
 - How can we consistently improve?
 - After events
 - Feedback
 - Email/ Thank you cards
- Provide a welcoming atmosphere for guests and clients.
- Organize and coordinate the event timeline, ensuring that the service runs smoothly and efficiently.
- Liaising with vendors and external suppliers for event equipment.
- Oversee event staff and event lead. Establish a good communication system with the event team before, during, and after the event! Ensure that the team is upholding Tomé Standards and contracted services 110%.
- Maintaining professional demeanor with all clients.



- Conducting consultations and tastings for upcoming events.
- Appropriately organize any and all client and event information within Tripleseat.
- Create a packing list and set up for each event
 - This should be done at the beginning of the week
 - Draw out table set up for each event scheduled
- Ensure service at events is Extraordinary! by having the team check in before and after events.
- Coaching staff thru issues so they don't make same mistake twice. I trust you to judge situation at all time follow get and do whats needed to take care of guest. free dessert, drink, gift card or refund. Please record issue so we can discuss weekly.
- Over see pricing and stock in store.
- Maintain excellent cleanliness and up keep.
- Weekly meeting w/ Brit to go over thing going on and we can set up daily calls or videos also. We both will have to be intentional to set/ make time . I will do better at being accessible, and discuss upcoming week's events and also turning event sheets.
- Ensure voicemail is accurate for holidays and times that Tomé is closed. Also ensure to set up automatic emails so we communicate well with guest or I can also still help answer phones, emails as needed.
- Long -term- contract is 2 years in the building at Nac Express. Ideas for nexts stages of this store.
- Ideas to engage community.
- Set up an bonus plan based on perforance of team at store/ sales/Reviews/Cleanliness/Health score.
- Money Accuracy is Non-negotiable.
- Inspect what you expect .I will do the same.
- Communicate w/ Temi or Brit about Maintenance issues.
- How do you work best? Guildliness or freedom to figure it out, come up w/ideas?.
- As hiring is needed for the Nac store or Event Team. Set up any 1st interview w/yourself and pass to me for 2nd if you like.
- Respect / and up hold the vision and mission of Tome at all times.
- Labor % - Maintain agreed on % for store, learn what store needs and doesn't so we can maximize sales.



Job Requirements

- Prior experience in food service or hospitality industry
- Ability to work in a fast-paced environment
- Financial and/or business management skills
- Excellent verbal and written communication skills
- Professional appearance
- Organized and punctual