

The Loveless Cafe is a popular restaurant with an abundant amount of history and a wonderful reputation in the Nashville area. Loveless Events encompasses on-site events and catering in both the Barn and the Harpeth Room (on-site event space) as well as off-site catering in the Nashville area, always providing a sophisticated southern experience.

The Loveless Events team is seeking a full-time **Event & Catering Manager**.

Base Pay

- Up to \$57,000 DOE plus additional bonus opportunities

Excellent benefits are available such as:

- Medical, Dental, Vision, Life Insurance, and various supplemental insurances
- Matched 401(k)/ROTH
- Student Loan Payment (Gradifi)
- Paid Parental Leave for new mothers and fathers
- Paid Time Off & Holiday Pay
- Professional Development opportunities.

Benefits are available for eligible employees beginning as early as 60 days! Promoting from within the company is encouraged and practiced regularly.

Job Description

The Loveless Event's team is looking for an Event & Catering Manager to assist the Event Operations Manager in overseeing, managing, and guiding event operations, which includes two on-site venues, off-site catering, and a food truck. This position supervises the event staff, including the Event Captains and Event Servers. Manage event staffing and scheduling, assist with supervising Event Captains and Servers during an event, assist with event preparations prior to the event, manage and execute events without direct supervision while working with clients to ensure the highest level of service based on Loveless standards.

Operations & Event Duties:

- Implement and/or oversee preset for events including but not limited to cutlery, plates, glasses, napkins, bar, food and beverage stations.
- Ensures a clean work environment following safety and sanitation guidelines as set forth by company policies.
- Fully understand and comply with all federal, state, and county municipal regulations that pertain to health, safety, liquor, beer and labor requirements and laws.
- Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization's internal capacity.
- Oversees events and ensures the execution is seamless and accurate.
- Attend weekly Banquet Event Order (BEO) Meeting lead by the Loveless Events Sales Team to gather information on upcoming events at both venues on property and offsite catering.
- Complete tasks assigned by Event Operations Manager after BEO Meeting to prepare for upcoming event execution.
- Assist Event Captains with day of event details and assigning duties before, during and after the event to successfully execute the event to Loveless standards.
- Create SOPs, diagrams, pull lists and check lists for the Event Captains to reference as needed.
- Monitor all aspects of an event - timeline, food stations, beverage station, bar, guest experience, and other details to ensure a successful event.

Coaching and Development of Operations Team:

- Manage employees in various functions. Responsibilities include but are not limited to: Interviewing, hiring, and training employees; Planning, assigning, and directing work; Appraising performance and working closely with the Event Operations Manager and HR department to resolve issues and address employee successes/problems.
- Manages FOH operations training programs and ongoing development of Event Captains and Event Servers.
- Keeps the department staffed and equipped as needed, filling gaps through interviewing, hiring, training and retention.
- Schedule and confirm event staffing for events at both venues on property and offsite catering events.
- Remains approachable and open to employees' concerns and suggestions.

Guest & Customer Service:

- Ensures FOH Event operations team provides excellent customer service and quality by having properly trained and delegated staff.
- Encourages team members to always exhibit a strong guest service orientation.
- Maintains a positive tone when speaking with others.

Other Role Accountabilities:

- Work with the Event Operations Manager to develop and implement operating procedures and processes that meet company standards, are customized to the specific needs of the facility, and are consistent with the goals and objectives of Loveless.
- Attend and participates in routine meetings including but not limited to BEO, Staff meetings, and Committee meetings.
- Takes ownership for solving problems and follows through to ensure desired outcomes by developing solutions that resolve root causes.
- Remains even keeled and calm when under pressure, maintaining a controlled, professional manner at all times.
- Ensures that all outstanding tasks are handled either personally or through delegation to other staff members when appropriate.

Qualifications

- Minimum 3 years of experience in the Event industry specifically Banquet Management, Event Management, and/or Catering Management.
- Advanced knowledge of catering, food & beverage, and the hospitality industry.
- Strong verbal and written communication skills, with the ability and confidence to present and communicate new ideas and concepts, describe and document issues as well as offer solutions.
- Interact professionally and with a positive attitude with employees, guests, and vendors.
- Knowledge and proficiency in Microsoft Office including Outlook, Word, and Excel.
- Valid Tennessee Driver's License
- Must be able to work a flexible schedule inclusive of weekends, nights and holidays required.
- Ability to promote a company culture that encourages morale and performance.

Preferences

- Serve Safe Certification

Physical Demands

The employee required to stand for long periods of time. The employee must frequently lift or move objects up to 30 pounds and occasionally lift or move objects up to 50 pounds. The employee must load and unload van/trailers as related to offsite events.

Why Join our Company?

The Loveless Cafe is locally owned and operated in Nashville, which means that every purchase supports local jobs, causes, and community initiatives. Our company has been a part of the Nashville community for generations, and we do our best to give back at every opportunity. To demonstrate, we even have a dedicated Community Relations Specialist on-site! Transparent leadership, competitive benefits and a safe, enjoyable work environment are key drivers in our company culture. We are committed to not only providing a great experience for our customers and community, but also an inclusive space to foster employee ambitions. Our commitment to these core values enables us to cultivate our employees' professional strengths and help each individual achieve their full potential.

The Loveless Cafe GP is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V

Job Type: Full-time