

January 28, 2016

Ms. Karen M. McCarthy
Clerk of the Legislature
92 Franklin Street, 4th Floor
Buffalo, NY 14202

Dear Ms. McCarthy;

Enclosed please find the information for the Buffalo Niagara Convention Center Management Corporation as required by Budget Resolution 71 and requested in your December 15, 2015 letter as follows:

- Personnel listing with titles, salaries and job descriptions
- 2016 Operating Budget
- Measurable Goals and Outcome as included in our 2016 Marketing Plan
- 2015 Quarterly Reports

Please note the Buffalo Niagara Convention Center is in the process of reconfiguring the corporate structure to be in compliance with the requirement of the NYS Authorities Budget Office. An updated strategic planning process will commence once the new structure is in place and as part of the County of Erie Convention Center Feasibility Study.

If you should have any questions or would like additional information, please do not hesitate to call me directly.

Sincerely,



Paul Murphy
Facility Director
Buffalo Niagara Convention Center

PM/lc



December 15, 2015

Mr. Patrick J. Kaler
President and CEO
Buffalo Niagara Convention and Visitors Bureau
Buffalo Convention Center
617 Main Street – Suite 200
Buffalo, New York 14203

Dear Mr. Kaler,

The Erie County Legislature on December 1, 2015 allocated funds to the Buffalo Niagara Convention and Visitors Bureau and Buffalo Convention Center in the 2016 Erie County Budget as Amended.

The Legislature also passed Budget Resolution 71 that requires a list of all personnel, including titles, job descriptions and salary for each employee of the Buffalo Niagara Convention and Visitors Bureau and the Buffalo Convention Center be submitted no later than **January 28, 2016** to the Clerk of the Erie County Legislature.

Also, pursuant to Budget Resolution 71 of the 2016 Erie County Budget as Amended both organizations are to provide a budget showing how the funds allocated in the 2016 Budget will be spent and a strategic plan with measurable goals and outcomes for 2016 to the Clerk of the Erie County Legislature no later than **February 12, 2016**.

In addition Quarterly Reports and updates on the outcomes or results of each of measurable goals identified in the respective strategic plans are to be filed with the Clerk of the Erie County Legislature.

The requested information can be sent to Clerk of the Erie County Legislature, Old County Hall - 4th Floor, 92 Franklin Street, Buffalo, New York 14202 or emailed to karen.mccarthy@erie.gov.

Sincerely,


Karen M. McCarthy
Clerk of the Legislature

**Buffalo Niagara Convention Center Management Corporation
Management Employee Salary Listing
2016**

<u>Last</u>	<u>First</u>	<u>Position/Title</u>	<u>Date of Hire</u>	<u>Budgeted Salary</u>	<u>Job Description Attached</u>
Bean	Melissa	Convention & Event Service Manager	09/19/11	\$	√
Beiter	Thomas	Controller	03/01/13	\$	√
Burke	Melissa	Senior Director of Sales & Marketing	01/30/06	\$	√
Cullen	Lorna	Executive Assistant	06/01/99	\$	√
Kimmins	Sue	Sales and Catering Manager	04/03/00	\$	√
Martin	Maryann	Accounting Manager	10/01/04	\$	√
Mendez	Sam	Asst Operations Manager	04/30/07	\$	√
Millender	Leslie	Lobby Receptionist	03/30/89	\$	√
Murphy	Paul	Facility Director	09/26/01	\$	√
O'Brien	Terry	Operations Manager	09/09/09	\$	√
Petrino	Heather	Sales Service Coordinator	04/16/13	\$	√
Scime	Paul	Food and Beverage Manager	09/25/15	\$	√
Thom	Raymond	Executive Chef	07/30/01	\$	√
Trautman	Amy	Convention Sales Manager	11/21/14	\$	√
Williams	Raymond	Timekeeper - Lobby/Dock Supervisor	05/01/95	\$	√
Winiarski	Danielle	Convention & Event Service Manager	10/24/11	\$	√

**Buffalo Niagara Convention Management Corporation
2016**

**Listing of Names/Positions/ Rates
Union /Collectively Bargained Employees**

ALL collectively bargained employees work as needed or as business dictates**

Food and Beverage:

Full Time Staff

<u>Last</u>	<u>First</u>	<u>Position</u>	<u>PT/FT</u>	<u>Hire Date</u>	<u>Hourly Rate</u>
Beaver-Laures	Rhonda	Cook	FT	11/04/02	\$
Carillo	Joanne	Server	FT	12/31/08	\$
Cleveland	Alfred	Dishwasher	FT	04/24/97	\$
Coxson	Erika	Bartender	FT	09/29/07	\$
DiVincenzo	Frank	Cook	FT	04/29/07	\$
Lopez	Danielle	Cook	FT	03/20/02	\$
Palermo	Deb	Server	FT	12/05/98	\$

Reg Part Time Servers:

<u>Last</u>	<u>First</u>	<u>Position</u>	<u>PT/FT</u>	<u>Hire Date</u>	<u>Hourly Rate</u>
Barone	Thomas	Server	PT	11/11/06	\$
Bryant	Bernice	Server	PT	09/09/92	\$
Cimini	Cheryl	Server	PT	05/04/95	\$
D'innocenzo	Mary	Server	PT	01/12/11	\$
Kelleher	John	Server	PT	07/17/99	\$
Misso	Steven	Server	PT	10/20/94	\$
Tossah	Denise	Server	PT	09/26/09	\$

Approx 120 on call servers

\$

**Buffalo Niagara Convention Management Corporation
2016**

**Listing of Names/Positions/ Rates
Union /Collectively Bargained Employees**

ALL collectively bargained employees work as needed or as business dictates**

Reg FT Concession Workers:

<u>Last</u>	<u>First</u>	<u>Position</u>	<u>PT/FT</u>	<u>Hire Date</u>	<u>Hourly Rate</u>
Carillo	Joanne	Server	FT	12/31/08	\$
Palermo	Deb	Server	FT	12/05/98	\$
<i>Approx 10 on call concession workers</i>					\$

Reg PT Bartenders:

<u>Last</u>	<u>First</u>	<u>Position</u>	<u>PT/FT</u>	<u>Hire Date</u>	<u>Hourly Rate</u>
Nelson	John	Bartender	PT	10/24/07	\$
Pagani	Taisha	Bartender	PT	09/23/07	\$
Szczepczenski	Kevin	Bartender	PT	05/12/12	\$
<i>Approx 75 on call bartenders</i>					\$

Reg PT Pantry Cooks:

<u>Last</u>	<u>First</u>	<u>Position</u>	<u>PT/FT</u>	<u>Hire Date</u>	<u>Hourly Rate</u>
Albers	Susan	Asst. Cook	PT	09/26/12	\$
Augsburger	Anna	Asst. Cook	PT	09/24/07	\$
Duke	Andrew	Asst. Cook	PT	09/28/12	\$
Duke	Karen	Asst. Cook	PT	04/07/11	\$
Gugino	Maryann	Asst. Cook	PT	04/09/03	\$
Irving	Mark	Asst. Cook	PT	09/16/13	\$
<i>Approx 20 on call cooks</i>					\$

PT Dishwashers:

Approx 45 on call dishwashers \$

Buffalo Niagara Convention Management Corporation

2016

Listing of Names/Positions/ Rates

Union /Collectively Bargained Employees

ALL collectively bargained employees work as needed or as business dictates**

Maintenance Department:

<u>Last</u>	<u>First</u>	<u>Position</u>	<u>PT/FT</u>	<u>Hire Date</u>	<u>Hourly Rate</u>
Brown	Clarence	Maintenance	FT	01/01/00	\$
Collins	Ramona	Janitors	PT	01/16/05	\$
Day	Timothy	Maintenance	PT	05/06/12	\$
Duncan	Bill	Maintenance	FT	08/01/90	\$
Leonard	Dave	Maintenance	FT	03/01/93	\$
McMahon	Mark	Maintenance	FT	12/02/78	\$
Mendez Jr	Sam	Maintenance	PT	04/30/07	\$
Perez	Luis	Janitors	FT	02/25/12	\$
Robinson	Dennis	Maintenance	FT	07/01/87	\$
Santiago	Trevor	Maintenance	PT	02/25/15	\$
Sherfield	Tyrone	Maintenance	FT	08/01/00	\$
Sherfield	Joseph	Maintenance	PT	11/26/11	\$
Stevens	George	Maintenance	PT	08/07/12	\$
Torres	Carmen	Janitors	FT	02/17/06	\$
Urbanski	James	Janitors	PT	01/15/15	\$
Villifane	Julian	Maintenance	FT	01/25/08	\$
Williams	Betty	Janitors	PT	04/23/14	\$

Engineering Department:

<u>Last</u>	<u>First</u>	<u>Position</u>	<u>PT/FT</u>	<u>Hire Date</u>	<u>Hourly Rate</u>
O'Sullivan	Patrick	Engineer	FT	7/29/2014	\$
Overfield	Paul	Engineer	FT	6/5/2008	\$
Panfil	Thomas	Engineer	FT	06/07/85	\$
Pitman	Keith	Electrician	FT	06/01/04	\$
Sandford	Ken	Chief Engineer	FT	11/16/92	\$
Shearer	Al	Engineer	FT	2/1/2003	\$

BUFFALO NIAGARA CONVENTION CENTER

LIST OF JOB DESCRIPTIONS

ADMINISTRATIVE

- Facility Director
- Senior Director of Sales & Marketing
- Convention & Event Service Manager
- Convention Sales Manager
- Sales & Catering Manager
- Sales & Service Coordinator
- Controller
- Accounting & Benefits Manager
- Executive Assistant

OPERATIONS/SECURITY

- Director of Operations
- Assistant Operations Manager
- Lobby Receptionist
- Timekeeper/Dock Supervisor

ENGINEERING

- Chief Engineer
- Electrician

FOOD & BEVERAGE

- Executive Chef
- Food & Beverage Manager
- Banquet Manager
- Sous Chef
- Bartender
- Banquet Captain
- Banquet Server
- Concession Worker
- Head Bartender

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Facility Director

Reports To: President/CEO of the VBN and BNCC/VBN Board of Directors

General Purpose:

Responsible for overall management, promotion and operation of the facility, including construction, purchasing, policy formulation, booking, marketing, finance, food and beverage, advertising, security, production, maintenance and related operations.

Basic Functions:

- Evaluates existing policies and procedures and recommends improvements which will better reflect the needs of the facility and/or improve the efficiency and safety of operations.
- Plans, organizes, coordinates and directs all activities and personnel engaged in maintaining and operating the facility.
- Conducts sales & marketing, budgeting and food & beverage staff meetings.
- Assist in preparing, implementing and monitoring a detailed program budget.
- Responsible for recruiting, training, supervising and evaluating administrative and supervisory staff.
- Motivate and Lead staff.
- Establishes and maintains effective working relationships with civic organizations, County of Erie and City of Buffalo personnel, media, lessees, Buffalo Fire Department, Law Enforcement Officials, Buffalo Niagara Convention & Visitors Bureau, local hospitality industry and the general public.
- Aggressively promotes the use of the facility to maximize its utilization and negotiates lease agreements as determined necessary and in the best interests of the facility.
- Responsible for the development of standard operating procedures for all operational functions of the facility, e.g., marketing, finance, maintenance, administration, food and beverage and related areas.
- Prepares and maintains required necessary reports/records for the County of Erie.
- Works to maintain partnership with the BNCVB to effectively market the facility and ensure optimal occupancy.

Event Responsibilities:

- Meets with prospective lessees to determine setup, staffing and technical needs.
- Meets with Operations Manager, Food & Beverage Manager and Executive Chef to convey back-of-house and function needs.
- Meets with Sales & Marketing Manager to determine advertising and sales needs.
- Prepares projected program cost analysis as needed.
- Supervises the cost accounting required of assigned events to include facility rental, house equipment rental, supplies and services purchased, event supervision, ushers, ticket takers, ticket sellers, security officers, food & beverage personnel, maintenance staff, engineering staff and other related support staff.

Special Characteristics and Abilities:

- Thorough knowledge of the principles and practices used in the successful management of a large multi-purpose special event facility.
- Ability to anticipate problems and implement immediate corrective action.
- Ability to manage a large enterprise operation.
- Considerable knowledge of event solicitation and presentation, maintenance, audio visual, custodial and safety requirements, public relations, advertising and media relations, food and beverage operations, personnel and office management.
- Ability to work simultaneously with broad variety of vested interest groups and to foster a cooperative environment.
- Ability to achieve quality results with a minimum of resources.
- Ability to perform effectively under significant pressure typically associated with meeting the demands of timetables of the convention and event industry.
- Thorough knowledge of governmental administration and responsibilities.
- Ability to communicate clearly and concisely, orally and in writing.
- Must be willing to work a varied schedule including days, nights, weekends, evenings and holidays.
- Ability to foster team work and develop consensus.

Requirements:

- Graduation from a four-year accredited college or university with major course work in business/public administration or related hospitality field.
- A minimum of five years progressive and responsible experience in the supervision and/or management of a large multi-purpose facility.
- Active membership and participation in the International Association of Assembly Managers is preferred.
- Combination of education and experience will be evaluated.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Director of Sales & Marketing

Reports To: Facility Director

General Purpose:

Under general direction of the Facility Director to promote the facility use through an aggressive marketing and sales program.

Basic Functions:

- Responsible for the effective solicitation of national, regional and state association convention business for the Buffalo Niagara region with the responsibility of booking the Buffalo Niagara Convention Center. Solicit by phone, letter, direct mail and personal sales calls.
- Respond to all leads issued by the Convention & Visitors Bureau that require the use of the Buffalo Niagara Convention Center. Responsible for any site tours these groups require, as well as submission of the formal proposal from the Buffalo Niagara Convention Center. Be part of the city tours and bid presentation when requested.
- For any CVB lead that needs the use of the Buffalo Niagara Convention Center and goes definite, responsible for all contractual negotiations, etc. until final signing of the contract.
- Respond to all hotel inquires and provide the hotels with any information or material they need from the Buffalo Niagara Convention Center.
- Focus sales effort on Washington, D.C. and Albany markets. Will make periodic sales trips to the D.C. area and Albany (approximately three times a year each city) as well as do phone solicitations in these primary market areas with the necessary follow-up (i.e. Submission of proposal package, site tours, bid presentations, e-mail marketing).
- When the Director of Sales and Marketing initiates and books a definite piece of business, she/he will be responsible for all contractual negotiations, etc. until the final signing of the contract.
- Supervise/assist Director in the preparation of brochures, meeting planner guides, menus, print ads, in-house marketing, website/e marketing and other collateral material to be used in the overall Buffalo Niagara Convention Center sales effort. Work with CVB personnel to identify co-op efforts and take advantage of CVB resources in graphic arts, communications.
- Coordinate travel schedule including trade shows, formal presentations and sales blitzes within budget projection. Share in attendance with CVB staff at tradeshow that are beneficial to the national and state markets [i.e. Destination Showcase and sales calls – Washington (February), ESSAE Trade Show – Albany, Springtime in the Park and sales calls – Washington (May), Affordable Meetings (September), Washington, DC and sales calls in markets.
- Assist in organization and coordination of citywide sales blitzes, familiarization tours and work closely with committee assigned.
- Maintain active memberships in local and trade organizations, (i.e. ESSAE, IAAM and BNP).
- Assist in providing information for the preparation of the annual budget and CVB Marketing Plan. Maintain and update sales revenues forms.

- Prepare and develop all reports as required including expense accounts, monthly sales reports, annual marketing plan preparation, etc.
- Adhere to and maintain an effective filing system designed to allow for orderly, automatic contact and follow up of potential groups that might convene in the Buffalo area. Constant review of all association files as well as the creation of new business, including contact with local WNY members of various associations.
- Represent the Buffalo Niagara Convention Center by attending various convention and committee meetings and events (i.e. Convention Marketing Committee, Fam Tour Committee and Director of Sales functions).
- Assist in the servicing of Buffalo Niagara Convention Center events and manager on duty duties as needed.
- Work with Director of Convention & Event Service and Catering Sales Manager in preparation for the servicing of upcoming groups to ensure success.
- Direct and supervise sales activities of Catering Sales Manager. Establish sales goals, quotas, plan for solicitation calls. Conduct weekly sales meetings with Director of Convention & Event Service and Catering Sales Manager.
- Assist Director in identifying automated sales and function space program that can be interfaced with CVB.
- Perform other related duties as requested.

Requirements:

- Graduation from a four year accredited College or University with a hospitality degree preferred.
- Sufficient training and experience to demonstrate possession of the knowledge and abilities listed above. The experience must include five or more years of responsible experience as sales manager or director of sales of an organization or facility engaged in similar group business-solicitation efforts.
- Knowledge of trace file system and other procedures used in group solicitation efforts; ability to commit group bookings of the appropriate quality and quantity for the facility; ability to establish/develop selective selling techniques for scheduling groups during dates most beneficial to the local visitor economy, ability to attain appropriate scheduling balance between conferences of outside groups and appropriate community cultural groups; ability to make verbal presentations to groups of various sizes; ability to prepare appropriate reports, correspondence, memoranda, agreements and budget projections; ability to establish and maintain effective relationships with representatives of local and user groups.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Convention & Event Service Manager

Reports To: Director of Sales & Marketing

General Purpose:

Responsible for planning, organizing and controlling events within the facility as assigned and monitors the logistical interfacing of these events, to include but not limited to preparing event outlines, banquet event orders and scaled drawings of event areas and coordination tasks after events are booked through their conclusion. Ensures tenant requirements are met and facility rules, regulations and policies are adhered to, by serving as a liaison between the facility and tenants; assists tenants in the planning of their own events; and performs related responsibilities as required.

Basic Functions:

- Performs liaison duties between facility management and tenants.
- Explains policies and procedures to tenants and the public
- Acts as a consultant to tenants, providing expertise regarding facility's technical capabilities for a professional presentation.
- Prepares facilities for tenant use by obtaining appropriate information and requirements from tenant.
- Prepares checklists of lessee requirements for distributions to proper staff offices.
- Maintains records and prepares reports and correspondence as necessary.
- Receives and responds to complaints from tenants and the public or refers them to the Facility Director.
- Prepares detailed outlines, instruction and food and beverage requirements for events as required, utilizing EBMS Facility Software.
- Monitors assigned event requirements as interfaced with other events and activities scheduled in the facility.
- Presents event-related information in a concise, professional and accurate manner as required.
- Solicits new trade and consumer show events, conducts market research under the direction of the Director of Sales & Marketing.
- Assists in revising operational plans; recommends changes in procedures.
- Coordinates the participation of City of Buffalo Departments and County of Erie, such as police, traffic and public works in the facility activities.
- Responsible from the point of contract through final settlement for liaison between tenants, the public and facility management prior to and during events, to see that facilities, equipment, physical setup and personnel provided meet the requirements of the event and the tenant's contractual agreements.
- Finalizes lessee requirements including table arrangements and number and nature of support personnel (security guards, catering & decorations).
- Functional supervision of all event support staff including setup crews, loading dock and security.
- Preserves facility's physical plant and ensures a safe environment by ensuring tenants' plans and requests comply with facility's state, city and county rules and regulations.
- Coordinates equipment distribution (drapes, tables, chairs, staging, microphones, etc.)

- Acts as coordinator of all security guards and first-aid people that may be required for a given event.
- Prepares event reports noting attendance, times and significant problems.
- Accurately calculates charges and prepares final statements for additional equipment and services.

Requirements

- Knowledge of audio-visual equipment and its uses and public address system setups.
- Terminology used in the convention and trade show industry.
- Building operation and maintenance, practices and safety requirements for a large public assembly facility.
- Principles and methods of setting up and tearing down of events and of the housekeeping/cleaning techniques of a large public facility, exhibiting and show utilities (i.e. special lighting, booth wiring, compressed air, etc.)
- Works irregular schedule as required to insure proper supervision of all events and activities scheduled in the facility.
- Must be proficient in the use of EBMS (Event Business Management Software)
- Communicates well both orally and in written form.
- Ability to identify potential problems and makes necessary plans for corrective action.
- Establishes and maintains effective working relationships with various organizations utilizing the facilities at the Convention Center.
- Five years experience in a related field highly desirable. As a unique position with job requirements specifically designed for the convention center application, other characteristics of applicants may be considered in lieu of experience, particularly ability to work with people, sound skills in planning, organizing and leadership quality.
- A Bachelors degree from an accredited four year college or university in hospitality management or a related field.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Convention Sales Manager

Reports To: Director of Sales & Marketing

General Purpose:

Under the direction of the Director of Sales promote the facility use through an aggressive marketing and sales program with a focus on conventions.

Basic Functions:

- Responsible for the effective solicitation of national, regional associations and assigned markets to generate convention business for the Buffalo Niagara region with the responsibility of booking the Buffalo Niagara Convention Center. Solicit by phone, letter, direct mail and personal sales calls.
- Respond to leads issued by the Convention & Visitors Bureau within your market that require the use of the Buffalo Niagara Convention Center. Responsible for any site tours these groups require, as well as submission of the formal proposal from the Buffalo Niagara Convention Center. Be part of the city tours and bid presentation when requested.
- For any lead that needs the use of the Buffalo Niagara Convention Center and goes definite, responsible for all contractual negotiations, etc. until final signing of the contract.
- Respond to incoming hotel and direct inquires and leads and provide the hotels/clients with proposals, information or material they need from the Convention Center.
- Will make periodic sales trips as required along in conjunction with phone solicitation in these primary market areas and providing the necessary follow-up (i.e. Submission of proposal package, site tours, bid presentations, e-mail marketing).
- Coordinate travel schedule including trade shows, formal presentations and sales blitzes within budget projection. Share in attendance with CVB staff at tradeshow that are beneficial to the applicable markets.
- Assist the Director of Sales in organizing and coordinating of citywide sales blitzes, familiarization tours and work closely with committee assigned.
- Maintain active memberships in applicable local and trade organizations.
- Assist in providing information for the preparation of the annual budget and marketing plan.
- Prepare and develop all reports as required including expense accounts, monthly sales reports, annual marketing plan preparation, etc.
- Adhere to and maintain EBMS system to allow for orderly, automatic contact and follow up of potential groups that might convene in the Buffalo area. Constant review of all sales account files as well as the creation of new business.
- Represent the Buffalo Niagara Convention Center by attending various convention and committee meetings and events (i.e. Convention Marketing Committee, Fam Tour Committee and Director of Sales functions) as required.

- Assist in the servicing of Buffalo Niagara Convention Center events and manager on duty duties as needed.
- Work with the Convention & Event Services Manager & Catering Sales Manager in preparation for the servicing of upcoming groups to ensure success.
- Perform other related duties as requested.

Requirements:

- Graduation from a four year accredited College or University with a hospitality degree preferred.
- Sufficient training and experience to demonstrate possession of the knowledge and abilities listed above. The experience must include five or more years of responsible experience as sales manager or director of sales of an organization or facility engaged in similar group business-solicitation efforts.
- Knowledge of trace file system and other procedures used in group solicitation efforts; ability to commit group bookings of the appropriate quality and quantity for the facility; ability to establish/develop selective selling techniques for scheduling groups during dates most beneficial to the local visitor economy, ability to attain appropriate scheduling balance between conferences of outside groups and appropriate community cultural groups; ability to make verbal presentations to groups of various sizes; ability to prepare appropriate reports, correspondence, memoranda, agreements and budget projections; ability to establish and maintain effective relationships with representatives of local and user groups.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Sales & Catering Manager

Reports To: Director of Sales & Marketing

General Purpose:

Responsible for planning, organizing and controlling banquet events within the facility as assigned and monitors the logistical interfacing of these events, to include but not limited to preparing event outlines, banquet event orders and scaled drawings of event areas and coordination tasks after events are booked through their conclusion. Ensures tenant requirements are met and facility rules, regulations and policies are adhered to, by serving as a liaison between the facility and tenants; assists tenants in the planning of their own events; and performs related responsibilities as required.

Basic Functions:

- Explains policies and procedures to tenants and the public
- Prepares checklists of lessee requirements for distributions to proper staff offices.
- Receives and responds to complaints from tenants and the public or refers them to the Facility Director.
- Prepares detailed outlines, instruction and food and beverage requirements for events as required.
- Monitors assigned event requirements as interfaced with other events and activities scheduled in the facility.
- Presents event-related information in a concise, professional and accurate manner as required.
- Assists in revising operational plans; recommends changes in procedures.
- Coordinates the participation of City of Buffalo Departments and County of Erie, such as police, traffic and public works in the facility activities.
- Responsible from the point of contract through final settlement for liaison between tenants, the public and facility management prior to and during events, to see that food and beverage facilities, equipment, physical setup and personnel provided meet the requirements of the event and the tenant's contractual agreements.
- Functional supervision of all event support staff including setup crews, loading dock, security and food and beverage personnel.
- Prepares event reports noting attendance, times and significant problems.
- Accurately calculates charges and prepares final statements for additional equipment and services.
- Responds to all phone inquiries and/or other leads which pertain to events other than conventions or trade shows; including all food and beverage functions, meetings, conferences, weddings and dances, etc.
- Issues rental contracts once events become definite and follows up with clients to ensure signed contracts and deposits are received in a timely fashion.
- Services all of above type bookings in a professional and efficient manner.
- Solicits Buffalo Niagara Convention Center clientele for repetitive business and/or new events for upcoming months/years. Seeks out new potential business within the community.

- Assists Director of Convention & Event Service in servicing of conventions and tradeshow as needed.
- Organizes and conducts client taste test functions with the Executive Chef.
- Consults with the Executive Chef and Food & Beverage Manager regarding the preparation of special dishes and special services required.
- Works with the Food & Beverage Manager in maintaining the quality standards of operations.
- Makes outside sales calls to solicit local business.
- In charge of all assigned annual event accounts.
- Responsible for all wedding accounts. Solicits wedding business through Bridesworld show and Buffalo News Wedding planner.
- Services all other assigned functions and events.

Requirements

- Works irregular schedule as required to insure proper supervision of all events and activities scheduled in the facility.
- Communicates well both orally and in written form.
- Ability to identify potential problems and makes necessary plans for corrective action.
- Establishes and maintains effective working relationships with various organizations utilizing the facilities at the Convention Center.
- Five years experience in a hotel or high volume catering operation is highly desirable.
- Ability to work with people, sound skills in planning, organizing, creativity and leadership quality.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Sales and Service Coordinator

Reports To: Director of Sales and Marketing

Basic Functions:

- Administrative Responsibilities

- Answer the main line and other lines as needed. Greet clients with scheduled appointments to see a sales representative or Facility Director. Respond to telephone inquiries. Assist clients with copies, faxes, etc.
- Type correspondence, contracts, proposals, menus, special taste test menus and resumes as directed. Send out package information on the Buffalo Niagara Convention Center
- Type correspondence periodically as requested by Executive Chef, Food and Beverage Manager and Director of Operations.
- Respond to telephone inquiries, check function space in absence of sales representatives.
- Thank You Letters/Event Notification Forms– Assists in sending out electronic thank you letters to clients who have held a function at the Convention Center the previous month. Track the responses from events and compile results into report for Facility Director. Send out Event Notification letters for events scheduled the following month.
- Yearly Attendance List– Prepare attendance list for events held at the Convention Center, with a monthly breakdown of type of event, resulting in a year-end total.
- Assist Director of Sales and Facility Director in gathering statistically information for reports.
- Filing – Create event sales files, file as necessary and maintain the files accordingly. Rotate files on a yearly basis as space requires.
- Banquet Menus/Convention Kits – Responsible for checking & maintaining quantities of banquet menus and convention kit inserts.
- Special Projects/Mailings – Send out brochures and sales materials for potential clients, prepare mailings for Sales Managers, create flyers when needed.
- Errands – Go to VBN as needed. Take any correspondence or checks to the County of Erie, City Hall or to a Board member for signature as requested. Make deposits to the bank, pick up newspaper and take out mail on a daily basis.
- Assist covering lobby reception desk as needed.

- Event & Servicing Responsibilities

- Assist with site tours and the servicing of events as needed.
- Meet and assists with clients as needed.
- Assist in the servicing and coordination of events as directed by the Director of Sales & Marketing and Convention & Event Service Managers. May be required to work evenings and weekends.

- Technology Responsibilities

- Marquee – Program and update the marquee to highlight upcoming events.
- Update the facility electronic menu boards and in house electronic signage with information on events, agendas, sponsorships, In house promotions and food items as required by events.
- Social Media – Maintain postings and updates on Facebook and other media sites under direction of Director of Sales & Marketing

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Controller

Reports To: Facility Director/CFO VBN

General Purpose:

The Controller's position is to maintain accurate and complete accounting records which reflect the financial and related activities of the Buffalo Niagara Convention Center Management Corporation.

Basic Functions:

- Calculate, prepare and input entries for Payroll, General Ledger, Standard Monthly Entries, Accruals and Miscellaneous Adjustments.
- Prepare monthly revenue reports of both Rent Income and Food & Beverage with relationship to event type.
- Prepare worksheets and supporting documentation for monthly review by an independent accounting firm. Prepare and analyze, with comments as necessary, internal management reports, to be reviewed by the CFO of the BNCVB and the convention center's Director prior to the monthly financial reports being generated.
- Prepare final, approved, financial statements, which are provided to the Board members.
- Research and prepare an annual budget to be presented to the County, on a timely basis, for review and acceptance, according to the outlines given at that time. A preliminary budget is usually prepared for the BCCMC's Board of Directors for their approval prior to being submitted to the county.
- Compile and prepare all necessary work papers for our annual review and audit to be completed by an independent accounting firm.
- Research and prepare all 1099-MISC and any other I.R.S. required forms for calendar year revenue reporting.
- Prepare and submit pension information and documents for the non-union qualified employee's pension plan.
- Prepare the Annual US Department of Labor Occupational Injury and Illness Report.
- Prepare sales forecast bi-weekly, which indicates the sales, by type (convention, trade show, etc.) that the fiscal year encompassed. A report is prepared for rental income as well as for food & beverage.
- Liquor License, organize information to submit to the State Liquor Authority for Liquor License.
- Make sure all licenses for the needs of the convention center are paid.
- Compile and supply information in response to government census requests.
- Employee Benefits: Keep informed and updated on all aspects of employee health and welfare plans, making sure that employees are also kept informed with annual informational meetings.

- Payroll Regulations: Have a solid, basic working knowledge of payroll laws such as unemployment, payroll taxation and disability.
- Pension and Tax Sheltered Annuities: Keep informed and establish informational meetings for employees to better understand their investment options.
- Keep informed on changing payroll tax laws, payroll laws, benefits laws and other labor related issues.
- Update as necessary, information, policies and procedures in the non-union employee's Employment Handbook.
- Computer: Maintain, with assistance from an outside vendor and the BNCVB IT Manager, the operations of individual computers, the computer network and computer software.
- Maintain software program ACC PAC, as well as on supporting documentation on LOTUS.
- Insurance: Position maintains and works with insurance representatives regarding liability issues and providers.
- Unions: Maintain good relationships with union representatives regarding union benefits, grievance and contract understanding. This position also assists in the union negotiation process at contract renewal time.
- Banking: Maintain good relationship with banking officials, with regard to the convention center's banking needs as well as our credit line.
- Cash Flow and Investing: Manage the cash flow of the convention center's money in a responsible way. Invest any excess funds when possible. Work with banking officials to establish the best pricing rates regarding our banking.

Requirements:

- Graduation from a four-year accredited college or university with accounting credentials.
- Five-years experience in a supervisory accounting position.
- Ability to establish and maintain effective working relationships.
- Ability to anticipate problems and implement immediate corrective action.
- Ability to work under high pressure in meeting urgent deadlines in spite of adverse consequences.
- Ability to establish and maintain effective working relationships with employees, vendors and outside sources.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Accounting Manager

Reports To: Controller

General Purpose:

Provide assistance in the areas of personnel, accounts payable, accounts receivable, payroll and general ledger maintenance.

Basic Functions:

- Verifies and processes vendor invoices and compiles proper receiving records as documentation. Ensures that department heads are approving invoices for payment.
- Issues checks on a timely basis to all vendors.
- Correspondence with vendors regarding all open account balances.
- Prepares weekly payroll for all hourly and salaried employees, checks all departmental timesheets, calculates gratuities for food and beverage employees, and coordinates all payroll deductions.
- Records and codes the receipt and disbursement of all cash, check, and credit card transactions as well as prepares the daily bank deposit.
- Prepares reconciliations for general ledger accounts as well as all cash and payroll accounts
- Collects and prepares dues, pension, health, and other reports for the unions.
- Responds to all inquiries from various agencies regarding employment and employee issues.

Requirements:

- Two years experience minimum in an accounting operation of a related business or industry preferred.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Executive Assistant

Reports To: Facility Director

Basic Functions:

- Facility Director's Correspondence – Handle confidential correspondence and related matters as designated by Facility Director (includes organizing and preparing letters, memos, and schedules). Responsible for creating, tracing and maintaining files, etc.
- Assist Facility Director – Periodically attend meetings with Facility Director and prepare minutes, assist with the organization of various events as designated by Facility Director, distribute duties to staff as directed and schedule and coordinate meetings for the Facility Director.
- Miscellaneous Correspondence - Compose correspondence including letters and memos as designated by the Facility Director. Type correspondence periodically as requested by Executive Chef, Food and Beverage Manager and Director of Operations.
- Calendar of Events
 - o Update and distribute monthly schedule of events in house.
 - o Review and make updates, revisions or additions in EBMS as necessary for online calendar
- EBMS Administrator
 - o Maintain EBMS functions. Configure master tables and forms as needed. Manage and update database on a regular basis.
 - o Meet with staff regarding EBMS updates, training, use and business processes.
 - o Provide day to day training of users, answer questions as they arise, train new users and provide feedback regarding business processes to Facility Director.
- Service Order Administration
 - o Assist with Administration of Electrical & Technology orders prior to events, including advance orders, payment and distribution to Electrician & Service Staff
 - o Setup service desk during events to assist with on-site orders, payment, and general building inquiries
- Office Supplies/Equipment
 - o Replenish inventory of office supplies on a regular basis. Seek out competitive pricing.
 - o Contact and meet with service technicians when necessary to ensure office equipment is operating properly (including photocopier, fax machine, postage meter, telephone system, printers, etc.) Troubleshoot problems as they arise throughout the day.

- Permit to Hold a Public Function & NYS Department of Health Permit – Compile information and submit application for permits on an annual basis. Submit reports to the NYS Department of Health & the NYS Department of Taxation following tradeshows/public events including any injury reports, vendor lists and attendance numbers.
- Rental Rate Schedules – Compute rental rates on an annual basis and distribute to administrative staff. The Convention Center has three rental structures – commercial, non-commercial, and convention.
- Collateral Materials – Assist Facility Director and sales staff in coordinating and purchasing collateral materials such as brochures, catering menus, business cards, letterhead, note cards, floor plans, etc.
- Incoming Mail – Open and distribute incoming mail to staff.
- Email – Responsible for reviewing email on the Buffalo Niagara Convention Center’s general email account on a regular daily basis. Respond to/distribute inquiries.
- Telephones – Assist in answering incoming calls in the administrative office on a daily basis as needed.
- Filing System – Maintain Buffalo Niagara Convention Center filing system.
- Holiday Greeting Cards – Purchase holiday greeting cards on an annual basis. Compile greeting card lists for mass mailing with the assistance of the administrative receptionist.
- Complimentary Tradeshow Tickets – Mail and distribute complimentary show tickets during tradeshow season based on availability
- Purchase flowers, gift baskets and greeting cards, etc. as requested for convention clients and promotional needs.
- Replenish security office, show offices and first aid room with forms (ex. parking permits, injury, incident and theft reports, etc.)
- Make signs, tent cards, meal tickets, etc for food and beverage events.
- Update info hotline messages on a regular basis.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Director of Operations

Reports To: Facility Director

General Purpose:

Directly responsible for operations and maintenance including the planning, coordinating and directing of all in-house and outside services, and for the maintenance and preparation of facilities in the Buffalo Niagara Convention Center complex assuring the highest quality experience for guest and the rebooking of events.

Basic Functions:

- To direct and supervise the use of all in-house equipment, and to coordinate and schedule all necessary equipment, personnel and facilities as requested by the tenants.
- To direct the setting up and tearing down of all BNCC stages, tables and chairs, and other related items and facilities as stipulated in the contracts between the Convention Center and the tenants.
- To direct the ordering, the keeping of inventory records, and the maintenance of all supplies and equipment.
- To supervise the training of employees in the procedures for setting up and operating equipment for events in the Convention Center.
- To supervise and direct the maintenance and repair of forklifts and scrubbers.
- To provide the Facility Director with information related to operating costs and related records.
- To make certain that any and all facilities and services provided by the Convention Center to conventions, exhibitors, patrons and visitors are available and ready for use.
- To see that the Convention Center building, premises, and installations are kept in good repair and proper appearance.
- Assist in the use of loading docks, staging and parking areas.
- To see that the setup and tear down of events proceed on schedule.
- To formulate scheduling and sequence of operations to minimize conflicts and delays.
- To verify readiness of checkrooms and washrooms and function rooms for catering events.
- To carry out Convention Center policies and assignments as stipulated in the Collective Bargaining Agreement with SEIU Local 200. To participate in union grievance hearings and negotiations as needed.
- To seek to remove causes of misunderstanding or friction among various parties involved in the use or maintenance of the Convention Center.
- To advise improvements or modification of Convention Center facilities and installations, evaluate staffing and performance of service personnel, and develop an operations and maintenance budget.
- Maintains logs, records and provides reports as required.
- Maintains inventory of equipment and supplies and makes requisition for proper levels of same.

- Provides training and professional development guidance to staff.
- Maintains appropriate records and keeps maintenance standards updated and relevant to the department.
- Handles employee grievances and documents disciplinary actions and attendance records of staff.
- To perform related work.
- Establish safety procedures and standards for use of equipment and supplies utilized by staff.
- Organize and conduct worthy facility safety committee meetings and follow up with appropriate staff and managers.
- Meet with existing vendors and potential new suppliers of equipment and products used in the facility.
- Review contract agreements and solicit proposals from multiple vendors when negotiating new agreements
- Coordinate and implement facility wired hospitality green initiative. Represent BNCC in industry "Green Meetings" and research and recommend industry "best practice".
- Assist in the solicitation of new consumer, public and trade show events during slower business periods.

Requirements:

- Ability to work under high pressure in meeting urgent deadlines in spite of adverse consequences.
- Ability to establish and maintain effective working relationship with users, employees and the general public.
- Ability to anticipate problems and implement immediate corrective action.
- Ability to work long, irregular hours as dictated by events.
- Considerable knowledge of methods, equipment, material and techniques commonly used in convention and events industry.
- Knowledge of occupational hazards and standard safety precautions.
- Ability to understand and effectively carry out written and oral instruction.
- Ability to establish and maintain effective working relationships.
- A minimum of three years supervisory experience in a large multi-purpose facility preferably in a union environment.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Assistant Operations Manager

Reports To: Operations Manager

General Purpose:

Assist operations manager in the operations and maintenance of the facilities. This includes the planning, coordinating and directing of all in-house and outside services, and for the maintenance and preparation of facilities in the Buffalo Niagara Convention Center and to perform related work as assigned.

Directly responsible for the management and supervision of all timekeepers, directing all security, EMT's and police during events, and for designating the use of loading docks and parking areas during the move-in and move-out of events.

Basic Functions:

- To assist in directing and supervising the use of all in-house equipment, and to coordinate and schedule all necessary equipment, personnel and facilities as requested by the tenants.
- To assist in directing the setting up and tearing down of all BNCC stages, tables and chairs and other related items and facilities as stipulated in the contracts between the Convention Center and tenants.
- To assist in supervising the training of employees in the procedures for setting up and operating equipment for events in the Convention Center.
- To assist in supervising and directing the maintenance and repair of the facility.
- To assist in supervising and directing the maintenance and repair of forklifts and scrubbers.
- To provide the Facility Director with information related to operating costs and related records.
- To assist in making certain that any and all facilities and services provided by the Convention Center to conventions, exhibitors, patrons and visitors are available and ready for use.
- To assist in seeing that the Convention Center building, premises and installations are kept in good repair and proper appearance.
- To assist in seeing that the setup and tear down of events proceed on schedule.
- To assist in verifying the readiness of checkrooms and washrooms and facilities of catering refreshments and meals.

- To advise improvements or modification of Convention Center facilities and installations, evaluate staffing and performance of service personnel, and develop an operations and maintenance budget.
- To manage and supervise while assisting vendors during events as night manager.
- To schedule and supervise all timekeepers and lobby reception.
- To direct and assist all security, EMT's and police during events.
- To prepare various reports during events (ie. injury, incident, theft)
- To direct and assist in move in and move out of shows in the facility.
- Assist in working as Lobby Receptionist and Dock Supervisor as needed.

Requirements:

- Ability to work long hours and a varied schedule dictated by events.
- Ability to work with people and solve problems.
- A minimum of three years supervisory experience in a large multi-purpose facility preferably in a union environment.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Lobby Receptionist

Reports To: Operations Manager, Assistant Operations Manager

General Purpose:

The Lobby Receptionist is often the “first impression” a customer or visitor has of the Convention Center. The Lobby Receptionist shall greet all persons in a positive, cheerful and courteous and respectful manner and make every attempt to assist them in their needs.

Basic Functions:

Daily

- Open the building in the morning and lock it at the end of the day (same for meeting rooms). Turn lights on and off in the lobby meeting rooms and lavatories.
- Answer lobby telephone and transfer calls or take messages as necessary.
- Maintain and update information binders with current and upcoming event resumes and menus.
- Maintain and update local information binder with phone numbers for cabs, airlines, shopping malls, hotels, restaurants with maps and driving directions.

During Shows and Events

- Check rooms and lobby prior to an event to be sure everything is in order.
- Assist sales staff, clients and visitors with concerns.
- Direct concerns and problems to the right person or department.
- Operate escalators during trade shows and events.
- Assist with telephone calls regarding current events by providing information and answering callers' questions.
- Assist clients when necessary during events. Occasionally, it may be necessary to show rooms to patrons or clients.

Other Duties And Tasks

- Maintain lobby reception desk and surrounding area, counter top, supplies and phone in a neat and clean manner.
- Maintain visitors information, bus information and periodicals in lobby (keep straight, neat, clean and stocked).
- Assist sales staff in reviewing newspapers and other printed materials for potential leads.
- Assist administrative and sales personnel with tasks which can be completed at the lobby desk such as stuffing brochures and envelopes.
- Pass out information about the building to any prospective clients and/or patrons. Maintain supply of sales collateral, brochures and business cards.
- The Lobby Receptionist shall dress in an appropriate business manner during events and accordingly for move in days.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Timekeeper/Dock Supervisor

Reports To: Director of Operations, Assistant Operations Manager

General Purpose:

Coordinating and designating the use of the loading dock and parking areas of the facility during all operating hours.

Basic Functions:

- Open the employee door entrance and timekeeper office.
- Unchain and chain the doors by Rooms 101, 106, Court Street and Genesee Street.
- Turn lights on in stairwells and hallways.
- Check to see if it is a park or no park day, coordinate staff or customer parking requirements for the day.
- Deliver mail to the Administrative office.
- Call the appropriate staff member when shipment of boxes or food deliveries arrive and provide storage assistance when necessary.
- Check daily listing of activities in the building to be aware of names, times and room numbers.
- Operate paging system as needed.
- Notify employees of emergency phone calls immediately. Be sure to refer to the phone listings on the desk for fire, police and medical emergencies. Know bomb threat procedures.
- Check all employees leaving the building. They must have a pass signed by the Facility Director authorizing them to remove any articles from the Buffalo Niagara Convention Center (i.e. equipment, food, etc.)
- Answer the phone, page and use the radio as politely and clearly as possible.
- Turn the escalators and lights on for Exhibit Hall events.
- Check chain to make sure it is in place in front of the office loading dock to 8 yard compactor.
- Complete incident/injury reports as needed.
- Coordinate facility closing with service manager, operations manager and clients.
- Make sure Franklin Street doors are locked (front entrance).
- Assist in coordinating the waste removal schedule and process.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Chief Engineer

Reports To: Director of Operations

General Purpose:

Directly in charge of all HVAC equipment, mechanical, electrical and all related equipment.

Basic Functions:

- Establishes and executes preventative maintenance programs for all facility equipment.
- Directs staff that serve as building electrician and plumber.
- Performs alterations and routine service operations of facility systems.

HVAC Equipment – Operates and maintains system on a day to day basis.

Annual/Semi/Annual

- Tear down, clean out and replace all gaskets in Boilers. Test for leakage, lube related pumps twice per year, repair or rebuild pumps when needed.
- Clean and lube water valves throughout the building, repair leaky valves, and rebuild when necessary.
- Tear down spray towers, clean out spray heads and brushes and basin.
- Clean heat exchangers; test for leakage from chiller and repair if possible.
- Air Handling Unit Systems (AHUS) – Inspect filters, fan belts, lube fan pillow blocks, inspect for wear, lube fan motors, inspect operation of air dampers, make sure working correctly.
- Inspect all unit heaters for repair or replacement.

Recurring and As-Needed Maintenance:

- Chemically condition water, and monitor to prevent rust and scale.
- Monitor efficiency of boiler to ensure it is kept running at top efficiency.
- Monitor room temperatures, adjusting when necessary. (Heating & AC)
- Water Spray Towers – scale in system, monitor efficiency of heat exchange of water.
- Life Safety Systems – check, inspect and maintain as needed. Schedule maintenance by contracted vendor.
- Air Handling Equipment – check and inspect circulatory pumps for wear, repair or rebuild as necessary. Check and maintain operation of 3 way mixing valves and pumps. Lube all related valves and repair as necessary.
- Unit Heaters – lube heater fan motors, clean out heater coils, clean off fan blades, adjust thermostats. Repair or replace motors in poor condition. Repair leaky heater coils or replace as necessary.
- Keep daily and weekly logs of all HVAC equipment in the building to insure maintenance is kept up, and that equipment operates at top efficiency.

General Building Maintenance:

- Make weekly inspection of entire building. Replace damaged ceiling tiles, floor tiles, broken masonry work, stair covers, cove base tiles, door locks. Make minor repairs to all interior/exterior doors.
- Schedule, direct and inform staff of their responsibilities regarding shift duties, repairs and maintenance needs, etc.
- Maintain logs of all gas, electric and water meters.
- Order all parts and supplies as needed for engineering department.
- Maintain all BNCC equipment, including two snow blowers, small floor scrubber, large floor scrubber, forklifts, single person lift, high lift, vacuum cleaners and all other small electrical and power equipment.
- Various welding, as needed, for freight elevator repairs,, stair rails, security cages, fabrication, repair of chair carts & table carts.
- Maintain and repair sidewalk snow-melt system.
- Hire outside vendors to repair items in building which are not repairable by the staff. (due to lack of equipment, special knowledge, etc.)

Other Duties & Responsibilities:

- During shows and events – Installation, set-up and monitoring of sound system for events (mic and podium set-ups), installation of phone and phone jacks, hanging of customer banners throughout the building when needed, repair of sound system when possible, monitor building temperature, keep building comfortable for clients, assist in any way possible.

Requirements:

- A minimum of five years of experience in operating HVAC systems in a large convention facility.
- Experience in supervising personnel and budget preparation.
- Professional certifications are required.
- Knowledge of HVAC systems, their controls and systems.
- Knowledge of preventative maintenance and safety needs of a large public facility.
- Knowledge of electrical and plumbing systems.
- Knowledge of fire and safety regulations affecting the safety of the public.
- Knowledge of methods, tools, materials and equipment used in building operations.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Electrician

Reports To: Chief Engineer

General Purpose:

Responsible for the operation and maintenance of all electrical equipment in and around the building along with electrical and temporary power requirements for special events.

Basic Functions:

- Troubleshoots all electrical malfunctions.
- Repairs, in conjunction with other personnel if necessary, all inoperable electrical equipment and circuits.
- Maintains adequate spare parts and supplies.
- Develops and follows preventive maintenance schedule for all electrical machinery, equipment and wiring.
- Is present during events as scheduled.
- Lamps-up building weekly or as required.
- Performs new installations upon request.
- Notes any remarks in maintenance log relative to electrical deficiencies.
- Reviews briefly every morning work schedule with Chief Engineer.
- Develops vendor's lists and solicits competitive bids when purchasing supplies.
- Is prepared to work nights, weekends and holidays as dictated by events schedule.

Special Event Responsibilities:

- Is on-hand to assist the facility and client technical personnel.
- Responsible for good operating condition of all lights, circuits and machinery prior to event.
- Able to advise on event technical requirements and act accordingly.
- Responsible for illuminating building prior to event and shutting off all lights afterwards.
- Assists with special event preparations and post-event needs as deemed necessary; e.g., set-ups, floor plans, electrical order forms.
- Installs temporary power requirements for exhibitors and as required for all events.

Special Abilities & Skills:

- Ability to troubleshoot independently.
- Ability to cooperate with other facility personnel and clients.
- Ability to work with construction contractors and outside engineers and electricians.
- Knowledge of blueprint drawings-mechanical, electrical, electronic and air conditioning.
- Ability to supervise work crew as required.
- Excellent customer service skills required.
- Electrical certification and/or 5 years practical experience with focus on temporary power installation.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Executive Chef

Reports To: Facility Director

General Purpose:

Supervises all food preparation (Banquets & Concessions) and directs all kitchen personnel

Basic Functions:

- To operate and direct kitchen and kitchen personnel.
- To maintain and upgrade quality and presentation.
- To control production and food cost.
- To train and motivate kitchen employees.
- To carry out all administrative functions pertaining to payroll, scheduling and recruiting.
- To organize an efficient flow of production and at the same time maintain adequate staffing.
- To setup a control system which will assure quality and portion consistency.
- To establish daily supervision, delegate authority to cooks.
- To develop better presentation and eye appeal, inspire kitchen staff by personal interest and professional challenge.
- To control food cost, proper forecasting regarding production, based on menu expected numbers and guarantees and acquire competitive bids to ensure best prices. (Consistent utilization of food surplus).
- To maintain good and reliable staff, motivate and train personnel.
- To participate with the Facility Director, Food & Beverage Manager and Sales Event Staff in writing of exciting and attractive menus.
- Attend weekly Food & Beverage meetings and actively take part in client taste tests and site inspections as required.
- Monitor all kitchen equipment to ensure it is kept in working condition, schedules routine maintenance and repairs as needed with Facility Director and in-house Engineer staff.
- Handles employee grievances.

Requirements:

- Extensive knowledge of culinary techniques and procedures.
- A minimum of five years experience in a supervisory role of a large hotel, event facility or high volume banquet operation.
- Ability to work long, irregular hours as dictated by events.
- A two year college degree from a recognized culinary school or restaurant program is desired but not required.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Food and Beverage Manager

Reports To: Facility Director

General Purpose:

Responsible for planning, scheduling and supervising an effective and profitable Food and Beverage operation at the facility, including banquets and concession operations.

Basic Functions:

- Plans, organizes and supervises the buying and selling of food and drinks (including alcoholic beverages) to customers of the facility.
- Develops and implements an effective "Alcohol Awareness Program".
- Recruits, selects, trains and supervises a number of full and part-time personnel engaged in the preparation and dispensing of foods and drinks following the procedures included in the Collective Bargaining Agreement with Unite HERE/Local 4.
- Conducts surveys of region facilities food/beverage operations.
- Tracks inventories on a regular basis and completes monthly reports.
- Serves as event manager for activities where food and/or beverage is primary function as in parties, banquets and concessions.
- Supervises the set-up, staffing, stocking and operation of all concessions stands and lounges in the facility.
- Maintains records of total inventory and verifies money balances and inventory from opening through closing.
- Monitors permanent and portable concession stands and bars for customer satisfaction and a professional presentation.
- Schedules and supervises setup and service of all banquets, receptions, coffee services and concession operations.
- Personally supervises the execution of events.
- Assumes responsibility for guest compliance with BNCC policies regarding F&B functions.
- Handles guest complaints in a professional manner.
- Inspects all function areas and concession stands for cleanliness and safety on a regular basis.
- Conducts service briefings with banquet service personnel.
- Works directly with banquet service personnel.
- Works with Director on all employee labor relations pertaining to the department.
- Maintains optimum standards of sanitation and safety in accordance to local, regional and state health regulations regarding the safe and proper handling of foods. Maintains accuracy, honesty and accountability in all accounting and cash handling procedures.
- Complies with established financial goals set by the facility management.
- Administers marketing objectives relative to the sale and attractive presentation of all food and beverage items to be sold to the public.
- Maintains open communications with the facility management regarding concession products offered and changes needed to improve sales, profits and service.
- Handles employee grievances.

- Administers scheduling of the concessions work force.
- Maintains adequate levels of inventory in balance with scheduled events and anticipated crowds.
- Does price comparisons with area vendors to secure the lowest possible price for products.

Special Abilities:

- Knowledge of buying and selling of food and banquet related items.
- Ability to plan, organize and direct the work of subordinates.
- Ability to establish and maintain effective working relationships with employees, suppliers and the general public.
- Ability to control and monitor cash register and inventory.
- Ability to communicate clearly and concisely both verbally and in writing.

Requirements:

- Associates degree from an accredited two-year college or university in food service management or related field.
- Five years supervisory experience in high volume food service environment, including experience with alcoholic beverage sales.
- Experience in major multipurpose sports/entertainment facilities preferred or a large convention hotel.
- Education and experience may be evaluated.
- Ability to work long, irregular hours as dictated by events.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Banquet Manager

Reports To: Food & Beverage Manager

General Purpose:

Responsible for planning, scheduling, overseeing and supervising of banquets, vending and concession operations at the facility.

Basic Functions:

- Plans, organizes and supervises the buying and selling of food (concessions) and drinks (including alcoholic beverages) to customers of the facility.
- Develops and implements an effective "Alcohol Awareness Program" or TIPS training.
- Recruits, selects, trains and supervises a number of full and part-time personnel engaged in the preparation and dispensing of foods and drinks following the procedures included in the Collective Bargaining Agreement with RRJB.
- Tracks inventories on a regular basis and completes monthly reports.
- Oversee the activities where food and/or beverage is primary function as in parties, banquets and concessions.
- Supervises the set-up, staffing, stocking and operation of all concessions stands and bar setups in the facility.
- Maintains records of total inventory and verifies money balances and inventory from opening through closing.
- Monitors permanent and portable concession stands, vending machines and bars for customer satisfaction and a professional presentation.
- Schedules and supervises setup and service of all banquets, receptions, coffee services and concession operations.
- Personally supervises the execution of events and handles guest complaints in a professional manner.
- Assumes responsibility for guest compliance with BNCC policies regarding F&B functions.
- Inspects all function areas, vending machines and concession stands for cleanliness and safety on a regular basis.
- Conducts service briefings with banquet service personnel, bartenders and concession workers.
- Works directly with banquet service personnel.
- Works with Director on all employee labor relations pertaining to the department.
- Maintains optimum standards of sanitation and safety in accordance to local, regional and state health regulations regarding the safe and proper handling of foods.
- Maintains accuracy, honesty and accountability in all accounting and cash handling procedures.
- Handles employee grievances and documents employee discipline issues for department personnel.
- Maintains adequate levels of inventory in balance with scheduled events and anticipated crowds.

Special Abilities:

- Knowledge of buying and selling of banquet related items, vending and beverages.
- Ability to plan, organize and direct the work of subordinates.
- Ability to establish and maintain effective working relationships with employees, suppliers, clients and the general public.
- Ability to control and monitor cash register and inventory.
- Ability to communicate clearly and concisely both verbally and in writing.

Requirements:

- Experience in high volume food service environment, including alcoholic beverage and concession sales.
- Experience in major multipurpose facilities preferred or a large convention hotel.
- Education and experience may be evaluated.
- Ability to work long, irregular hours as dictated by events.
- All other duties and responsibilities as directed by BNCC Management.

**This position will report to the Food & Beverage Manager when that position is filled.

BUFFALO NIAGARA CONVENTION CENTER

JOB DESCRIPTION

Position/Title: Sous Chef

Reports To: Executive Chef

General Purpose:

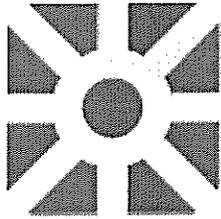
Work with the Executive Chef to supervise all food preparation (Banquets & Concessions) and direct kitchen personnel. To create, implement and maintain quality standards. In some instances the Sous Chef will be expected to be responsible for the entire operation in the absence of the Executive Chef. The ideal Sous Chef will accomplish their tasks by monitoring the daily functions of the culinary department, including providing support and guidance to the culinary team.

Basic Functions:

- To operate and direct kitchen and kitchen personnel.
- To maintain and upgrade quality and presentation, implement creative menu items for banquets and concessions.
- To train and motivate kitchen employees.
- To carry out all administrative functions pertaining to payroll, scheduling and recruiting.
- To organize an efficient flow of production and at the same time maintain adequate staffing.
- To setup a control system which will assure quality and portion consistency.
- To establish daily supervision, delegate authority to cooks.
- To develop better presentation and eye appeal, inspire kitchen staff by personal interest and professional challenge.
- To control food cost, proper production based on forecasting, and acquire competitive bids to ensure best prices and ensure proper receiving procedures for accuracy and quality. (Consistent utilization of food surplus).
- To maintain good and reliable staff, motivate and train personnel.
- To participate with the Facility Director, Food & Beverage Manager and Sales Event Staff in writing of exciting and attractive menus.
- Attend weekly Food & Beverage meetings and actively take part in client taste tests and site inspections as required.
- Monitor all kitchen equipment to ensure it is kept in working condition, schedules routine maintenance and repairs as needed with Facility Director and in-house Engineer staff.
- Handles employee grievances.
- Monitor food production, ordering, cost and quality and consistency on a daily basis.
- Ensure proper safety and sanitation of all kitchen facilities and equipment.

Requirements:

- Extensive knowledge of culinary techniques and procedures.
- A minimum of three to five years experience in a supervisory role of a hotel or event facility with high volume banquet operation.
- Ability to work long, irregular hours as dictated by events.
- A two year college degree from a recognized culinary school or restaurant program is desired but not required.
- Possess strong leadership, communication, organization and relationship skills.



BUFFALO NIAGARA CONVENTION CENTER

Job Description:

Job Title: Bartender

Reports to: Food & Beverage Manager, Banquet Manager, Banquet Captains, and Bar Captain

Supervises: N/A

Status: Full-time; Part-time; Hourly

EEO Status: Service Worker

Job Summary:

Bartenders are responsible for servicing orders for alcoholic and non-alcoholic beverage items. Responsibilities include; Setting bar service items; basic knowledge of safe alcohol service practices; knowledge of basic mixology; ability to follow inventory tracking procedures; serving a multitude of beverage items; cleaning and organization of all bar and beverage service equipment; must provide friendly service, courteous service, high quality and high energy service to clients and lessees.

Qualifications:

- ❖ Must be 18 years of age or older (may vary depending on state laws)
- ❖ High school diploma / GED
- ❖ Prefer Completion of bartending certification course
- ❖ Previous bartending / customer service / hospitality experience required
- ❖ Basic mathematic skills
- ❖ Experience handling cash / credit
- ❖ Familiarity with cash registers / restaurant systems
- ❖ Ability to effectively communicate with customers in a friendly manner

- ❖ Must be energetic and self-motivated
- ❖ Must be available to work a flexible schedule, including evenings, weekends, and select holidays as required

Knowledge, Skills, and Abilities:

- ❖ Have a high level of social contact. Ability to work closely with staff and deal often with patrons.
- ❖ Must be able to provide excellent service to all patrons.
- ❖ Must be sure that all details of the job are performed and their work is accurate.
- ❖ Ability to express ideas clearly when speaking or in writing.
- ❖ Identify problems and review information.
- ❖ Must be able to multi-task.
- ❖ Ability to handle and move objects sometimes weighing as much as forty pounds.
- ❖ Must be able to document and record information.
- ❖ Must have a customer-focused, positive and professional attitude.
- ❖ Ability to read with strong oral and written communications skills in the English language.
- ❖ Knowledge of basic arithmetic (addition, subtraction, multiplication and division).
- ❖ Must be able to stand for extended periods of time.
- ❖ Ability to speak clearly so that listeners may understand.
- ❖ Must be able to make fast, simple, repeated movements of fingers, hands and wrists.
- ❖ Ability to bend, stretch, twist or reach out with the body, arms and/or legs.
- ❖ Must be able to lift, push, pull or carry heavy objects.
- ❖ Ability to work a flexible schedule, including but not limited to, nights, weekends and holidays when necessary.
- ❖ Ability to obtain T.I.P.S. certification.

Essential Job Functions (Including to, but not limited to):

- ❖ Take and prepare drink orders for customers
- ❖ Keep a clean work station
- ❖ Keep bar properly stocked at all times
- ❖ Be responsible for all inventory
- ❖ Interface with customers in a professional manner
- ❖ Serve drinks
- ❖ Ringing up sales (if applicable)
- ❖ Cleaning and organizing all bar equipment and supplies
- ❖ Assist other staff as needed

Nonessential Job Functions (Including to, but not limited to):

- ❖ Perform other duties as required.

Intellectual/ Social, Physical Demands, and Work Environment:

The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Intellectual/ Social Demands:

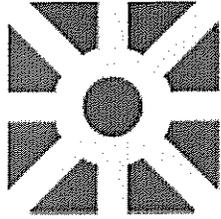
While performing the essential functions of this job, the employee is continuously asked to multi-task under time limits. Position requires constant attention to precise details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. This position also requires constant use of interpersonal skills including but not limited to: ability to inform staff and foster collaboration, recognize and resolve conflicts, and openly communicate verbally with clients.

Physical Demands:

While performing the essential functions of the job, the employee constantly utilizes bartending devices such as blenders and shakers; constantly stands, walks, kneels, bends, reaches and crouches; constantly moves about the work space to service customers, access storage, equipment, etc.; constantly communicates with customers and staff verbally and in writing to exchange accurate information.

Work Environment:

The essential functions of this position are performed indoors. The noise level in the work environment can range from minimal to loud depending on the time of day and event.



BUFFALO NIAGARA CONVENTION CENTER

Job Description:

Job Title: Concession Worker

Company: Buffalo Niagara Convention Center

Reports to: Food & Beverage Manager; Banquet Manager; Banquet Captain; Bar Manger

Supervises: N/A

EEO Status: Service Worker

Job Summary: Concession workers are responsible for servicing orders for food and beverages. Responsibilities include; setting all concession items; Serving beverages, appetizers, salads, soups, entrees, and desserts; prepare food items on grill and fryer, removal of all service items; Cleaning and organization of all concession equipment and areas; provide high quality and high energy service to clients and lessees.

Qualifications:

- ❖ Work experience in concession stands or restaurants.
- ❖ High school diploma or equivalent GED strongly preferred.
- ❖ Equivalent experience may be substituted.

Knowledge, Skills, and Abilities:

- ❖ Have a high level of social contact. Ability to work closely with staff and deal often with patrons.
- ❖ Must be able to provide excellent service to all patrons.
- ❖ Must be sure that all details of the job are performed and their work is accurate.
- ❖ Ability to express ideas clearly when speaking or in writing.
- ❖ Identify problems and review information.
- ❖ Must be able to multi-task.
- ❖ Ability to handle and move objects sometimes weighing as much as forty pounds.

- ❖ Prepare food items using grill and fryer
- ❖ Must be able to document and record information.
- ❖ Must have a customer-focused, positive and professional attitude.
- ❖ Ability to read with strong oral and written communications skills in the English language.
- ❖ Knowledge of basic arithmetic (addition, subtraction, multiplication and division).
- ❖ Must be able to stand for extended periods of time.
- ❖ Ability to speak clearly so that listeners may understand.
- ❖ Must be able to make fast, simple, repeated movements of fingers, hands and wrists.
- ❖ Must be able to operate cash and credit card machines.
- ❖ Ability to bend, stretch, twist or reach out with the body, arms and/or legs.
- ❖ Must be able to lift, push, pull or carry heavy objects.
- ❖ Ability to work a flexible schedule, including but not limited to, nights, weekends and holidays when necessary.
- ❖ Must be able to work in close quarters

Essential Job Functions:

- ❖ Being on time and in uniform for each scheduled shift.
- ❖ Serve and Refill beverages.
- ❖ Fulfill food orders by customers.
- ❖ Clean public eating areas as required.
- ❖ Clean and arrange work stations, chairs, and table pieces.
- ❖ Refill salt, pepper, sugar, cream, and condiment containers.
- ❖ Give menu descriptions to customers, and answer questions regarding preparation.
- ❖ Memorize or write down special orders from customers.
- ❖ Relay orders to the cooks and cashiers.
- ❖ Setting concession stands and displays.
- ❖ Serve meals to customers or direct customers to stations.
- ❖ Observe customers to find out if anything else is needed.
- ❖ Proficiently operate cash registers and credit card machines.
- ❖ Follow cash handling procedures.

Nonessential Job Functions:

- ❖ Perform other duties as required.

Intellectual/ Social, Physical Demands, and Work Environment:

The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Intellectual/ Social Demands:

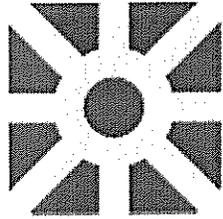
While performing the essential functions of this job, the employee is continuously asked to multi-task under time limits. Position requires constant attention to precise details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. This position also requires constant use of interpersonal skills including but not limited to: ability to inform staff and foster collaboration, recognize and resolve conflicts, and openly communicate in writing and verbally with clients.

Physical Demands:

While performing the essential functions of the job, the employee constantly utilizes service devices such as coffee makers, ice machines, etc.; constantly stands, walks, kneels, bends, reaches and crouches; constantly moves about the work space to service customers, access storage, equipment, etc.; constantly communicates with customers and staff verbally and in writing to exchange accurate information.

Work Environment:

The essential functions of this position are performed indoors. The noise level in the work environment can range from minimal to loud depending on the time of day and event.



BUFFALO NIAGARA CONVENTION CENTER

Job Description:

Job Title: Banquet Captain

Company: Buffalo Niagara Convention Center

Reports to: Food & Beverage Manager; Banquet Manager

Supervises: Functional primary supervision over service staff and concession staff, and secondary supervision over bartenders

EEO Status: Service Supervisor; Full time; Hourly

Job Summary:

The Banquet Captain will manage all aspects of their assigned events from set up through the completion and move out; and supervise all Food & Beverage Staff including, but not limited to service staff, and concession staff; maintain cash handling and inventory standards with all points of sale; ensure that events run smoothly; coordinate communication between event staff and delegate assignments; be responsible for and ensure overall customer satisfaction and experience.

Qualifications:

- ❖ Two to four (2-4) years of increasingly responsible experience in staff management in a stadium, arena, convention center or public assembly facility setting
- ❖ Strong oral and written communication skills
- ❖ Ability to stand and walk for long periods of time, climb stairs and occasionally lift up to 40 lbs.
- ❖ Must have computer skills in Microsoft Office applications and word processing, spreadsheets, database, presentation and Internet software

Knowledge, Skills, and Abilities:

- ❖ Knowledge of operational characteristics of events
- ❖ Ability to identify the needs of users of the facility
- ❖ Knowledge of crowd management and control techniques
- ❖ Knowledge of customer service practices
- ❖ Knowledge of principles of supervision and training

- ❖ Familiarity with terminology used in entertainment/convention/public assembly settings
- ❖ Knowledge of foodservice and/or catering practices and services
- ❖ Knowledge of concession operation and services

Essential Job Functions:

- ❖ Service and supervise Food & Beverage services during small and large events.
- ❖ Plan, direct, and evaluate the work of Food & Beverage subordinates during small and large events.
- ❖ Provide leadership to Food & Beverage personnel.
- ❖ Work a flexible schedule including long nights, early mornings, weekends, and holidays as needed.
- ❖ Assist in the preparation of buildings to meet the requirements of upcoming events/shows.
- ❖ Work with Food & Beverage and Banquet Managers in the distribution of event details to Food & Beverage staff.
- ❖ Maintain effective communication with Banquet staff being responsive to staff suggestions and concerns while working to resolve problems.
- ❖ Meet regularly with staff and ensure that staff is kept aware of issues relating to the Banquet department and general operations.
- ❖ Ensure that the facility is cleaned prior to, during and after all events to maintain building appearance and increase customer satisfaction.
- ❖ Attend meetings as scheduled and maintain effective working relationships with all departments.
- ❖ Communicate effectively with Kitchen Staff on all cover counts, special requests, guest comments, and guest complaints.
- ❖ Coordinate details of events with and act as a liaison between guest and operating departments.
- ❖ Perform all other duties and responsibilities as assigned by the Facility Director, Event Manager, Food and Beverage Manager, Banquet Manager, and Director of Operations.

Nonessential Job Functions:

- ❖ Perform other duties as assigned.

Intellectual/ Social, Physical Demands, and Work Environment:

The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Intellectual/ Social Demands:

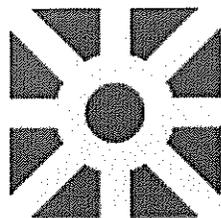
While performing the essential functions of this job, the employee is continuously asked to multi-task under time limits. Position requires constant attention to precise details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. This position also requires constant use of interpersonal skills including but not limited to: ability to inform staff and foster collaboration, recognize and resolve conflicts, and openly communicate verbally with clients.

Physical Demands:

While performing the essential functions of the job, the employee constantly utilizes service devices such as coffee makers, ice machines, etc. ; constantly stands, walks, kneels, bends, reaches and crouches; constantly moves about the work space to service customers, access storage, equipment, etc; constantly communicates with customers and staff verbally and in writing to exchange accurate information.

Work Environment:

The essential functions of this position are performed indoors. The noise level in the work environment can range from minimal to loud depending on the time of day and event.



BUFFALO NIAGARA CONVENTION CENTER

Job Description:

Job Title: Head Bartender

Company: Buffalo Niagara Convention Center

Reports to: Food & Beverage Manager; Banquet Manager

Supervises: Functional primary supervision over bartenders and secondary supervision over service and concession staff

EEO Status: Service Supervisor; Full time; Hourly

Job Summary: The Head Bartender will manage every aspect of their assigned events from set up through the completion and move out; train and supervise bar staff; maintain cash handling and inventory standards with all points of sale; Ensure events run smoothly; coordinate communication between event staff and delegate assignments; be responsible for and ensure customer satisfaction and experience.

Qualifications:

- ❖ Two to four (2-4) years of increasingly responsible experience in staff management in a stadium, arena, convention center or public assembly facility setting
- ❖ Strong oral and written communication skills
- ❖ Ability to stand and walk for long periods of time, climb stairs and occasionally lift up to 40 lbs.
- ❖ Must have computer skills in Microsoft Office applications and word processing, spreadsheets, database, presentation and Internet software

Knowledge, Skills, and Abilities:

- ❖ Knowledge of operational characteristics of events
- ❖ Ability to identify the needs of users of the facility
- ❖ Knowledge of crowd management and control techniques
- ❖ Knowledge of customer service practices
- ❖ Knowledge of principles of supervision and training
- ❖ Familiarity with terminology used in entertainment/convention/public assembly settings

- ❖ Knowledge of foodservice and/or catering practices and services
- ❖ Knowledge of liquor laws, liquor handling, and pouring practices
- ❖ Knowledge of concession operation and services
- ❖ Completion of bartending certification course
- ❖ Previous bartending / customer service / hospitality experience required
- ❖ Basic mathematic skills
- ❖ Experience handling cash / credit
- ❖ Familiarity with cash registers / restaurant systems
- ❖ Ability to effectively communicate with customers in a friendly manner
- ❖ Must be energetic and self-motivated

Essential Job Functions:

- ❖ Service and supervise Food & Beverage services during small and large events.
- ❖ Plan, direct, and evaluate the work of Food & Beverage subordinates during small and large events.
- ❖ Provide leadership to Food & Beverage personnel.
- ❖ Work a flexible schedule including long nights, early mornings, weekends, and holidays as needed.
- ❖ Assist in the preparation of buildings to meet the requirements of upcoming events/shows.
- ❖ Inventory and maintain equipment and supplies for bar services.
- ❖ Ensure that staff is trained and follows storeroom and requisition procedures.
- ❖ Planning and execution of banquet bars, beverage consumptions and monthly beverage inventories.
- ❖ Ensure that the facility is cleaned prior to, during and after all events to maintain building appearance and increase customer satisfaction.
- ❖ Work with Food & Beverage and Banquet Managers in the distribution of event details to Food & Beverage staff.
- ❖ Maintain effective communication with Banquet staff being responsive to staff suggestions and concerns while working to resolve problems.
- ❖ Meet regularly with staff and ensure that staff is kept aware of issues relating to the Banquet department and general operations.
- ❖ Attend meetings as scheduled and maintain effective working relationships with all departments.
- ❖ Analyze challenges, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of organizational objectives.
- ❖ Communicate effectively with Kitchen Staff and F&B Management on all cover counts, special requests, guest comments, and guest complaints.
- ❖ Perform all other duties and responsibilities as assigned by the Facility Director, Event Manager, Food and Beverage Manager, Banquet Manager, and Director of Operations.
- ❖ Take and prepare drink orders for customers
- ❖ Keep a clean work station
- ❖ Keep bar properly stocked at all times
- ❖ Be responsible for all inventory

- ❖ Interface with customers in a professional manner
- ❖ Serve drinks
- ❖ Ringing up sales (if applicable)
- ❖ Cleaning and organizing all bar equipment and supplies
- ❖ Assist other staff as needed

Nonessential Job Functions:

- ❖ Perform other duties as required.

Intellectual/ Social, Physical Demands, and Work Environment:

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Intellectual/ Social Demands:

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Physical Demands:

While performing the essential functions of the job, the employee constantly utilizes bartending devices such as blenders and shakers; constantly stands, walks, kneels, bends, reaches and crouches; constantly moves about the work space to service customers, access storage, equipment, etc; constantly communicates with customers and staff verbally and in writing to exchange accurate information.

Work Environment:

The essential functions of this position are performed indoors. The noise level in the work environment can range from minimal to loud depending on the time of day and event.

Buffalo Niagara Convention Center Management Corporation

2016 Operating Budget

	Proposed Budget 2016	Projected 2015	Budget 2015	Actual 2014	Variance 2015 Projected v. 2016 Budget	Variance 2015 Budget v. 2016 Budget
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REVENUES:

Gross Food & Beverage	\$ 2,752,296	\$ 2,921,956	\$ 2,555,305	\$ 2,692,433	\$ (169,660)	\$ 199,999
Rents	712,894	710,269	688,622	705,180	\$ 2,625	\$ 24,274
Electrical Services	125,346	136,421	145,516	133,886	\$ (11,075)	\$ (20,170)
Equipment Rentals	10,779	10,266	8,808	5,791	\$ 513	\$ 1,971
Communications Revenue	18,025	36,150	26,725	28,368	\$ (8,700)	\$ (8,700)
Other Earned Revenue	108,092	115,776	108,000	93,754	\$ (7,684)	\$ 92
TOTAL EARNED REVENUES	3,727,432	3,930,838	3,532,976	3,659,412	(203,406)	194,456

OTHER REVENUES

Commissions	15,855	15,544	19,185	13,918	\$ 311	\$ (3,330)
Interest/Dividends	20	-	72	12	\$ 20	\$ (52)
TOTAL OTHER REVENUES	15,875	15,544	19,257	13,930	331	(3,382)

Erie County - Grant	1,725,369	1,699,875	1,674,750	1,674,750	\$ 25,494	\$ 50,619
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TOTAL REVENUES	\$ 5,468,676	\$ 5,646,257	\$ 5,226,983	\$ 5,348,092	\$ (177,581)	\$ 241,693
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EXPENSES:

COST OF SALES FOOD AND BEVERAGE	1,989,115	\$ 2,121,371	1,917,616	\$ 1,997,082	\$ (132,256)	71,499
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SALARIES/WAGES

Admin/Sales	563,029	500,516	551,132	481,971	\$ 62,513	\$ 11,897
Maintenance	603,844	611,960	583,399	566,729	\$ (8,116)	\$ 20,445
Engineering/Electrical	322,534	318,140	319,403	309,084	\$ 4,394	\$ 3,131
Dock/Lobby	96,913	96,942	96,841	90,017	\$ (29)	\$ 72
Staff Incentives	25,000	23,000	23,000	12,500	\$ 2,000	\$ 2,000
Temporary Services	24,000	24,258	11,000	21,495	\$ (258)	\$ 13,000
TOTAL SALARIES AND WAGES	1,635,320	1,574,816	1,584,775	1,481,796	60,504	50,545

PAYROLL TAXES AND FRINGE BENEFITS

TOTAL SALARIES AND WAGES	1,635,320	1,574,816	1,584,775	1,481,796	60,504	50,545
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Buffalo Niagara Convention Center Management Corporation
2016 Operating Budget

	Proposed Budget 2016	Projected 2015	Budget 2015	Actual 2014	Variance 2015 Projected v. 2016 Budget	Variance 2015 Budget v. 2016 Budget
FICA	125,102	120,473	121,235	113,357	\$ 4,629	\$ 9,867
NYS Unemployment Insurance	49,000	51,593	43,867	43,368	\$ (2,593)	\$ 5,332
Disability/Life Insurance	3,250	2,900	6,000	2,749	\$ 350	\$ (2,550)
Workmens Compensation	62,727	66,497	41,412	53,552	\$ (3,770)	\$ 2,811
Health- Admin	65,969	62,828	70,996	56,866	\$ 3,141	\$ (6,027)
Health - Union	60,047	57,188	71,570	49,063	\$ 2,859	\$ (11,529)
Pension - Admin	17,399	16,570	11,303	15,727	\$ 829	\$ 6,096
Pension - Union	60,631	57,744	55,451	52,244	\$ 2,887	\$ 5,180
Training Expense	4,000	-	4,000	-	\$ 4,000	\$ 0
TOTAL EMPLOYEE BENEFITS	448,125	435,793	425,834	386,926	12,332	22,292
TOTAL PERSONNEL EXPENSES	2,083,445	2,010,609	2,010,609	1,868,722	72,836	72,837
PROFESSIONAL FEES						
Legal	25,000	20,726	30,000	33,524	\$ 4,274	\$ (5,000)
Audit	24,000	22,300	24,000	15,500	\$ 1,700	\$ 0
Data Processing	59,000	57,550	62,620	71,374	\$ 1,450	\$ (3,620)
Other Professional Fees	6,000	5,525	5,187	3,804	\$ 475	\$ 813
Shared Services - BNCVB	8,000	9,862	12,455	20,519	\$ (1,862)	\$ (4,455)
TOTAL PROFESSIONAL FEES	122,000	115,963	134,262	144,721	6,037	(12,262)
SUPPLIES\SMALL TOOLS						
Administrative	12,413	12,170	10,557	9,303	\$ 243	\$ 1,856
Maintenance	76,300	88,334	58,500	88,619	\$ (12,034)	\$ 17,800
Engineering	44,323	42,212	24,644	37,574	\$ 2,111	\$ 19,679
Electrical	17,000	21,111	13,806	51,335	\$ (4,111)	\$ 3,194
Food & Beverage	64,702	74,010	43,000	92,427	\$ (9,308)	\$ 21,702
TOTAL SUPPLIES	214,738	237,837	150,507	279,258	(23,099)	64,231
COMMUNICATION EXPENSES						
Telephone	8,000	10,004	9,004	14,498	\$ (2,004)	\$ (1,004)
Internet & Website	65,800	63,230	66,000	55,384	\$ 2,570	\$ (200)

M 3 of 87

Buffalo Niagara Convention Center Management Corporation
2016 Operating Budget

	Proposed Budget 2016	Projected 2015	Budget 2015	Actual 2014	Variance 2015 Projected v. 2016 Budget	Variance 2015 Budget v. 2016 Budget
Postage & Freight	2,934	2,794	2,957	2,345	\$	140
TOTAL COMMUNICATION EXPENSES	76,734	76,028	77,961	72,227		706
OCCUPANCY EXPENSES						
Utilities - Gas	82,731	86,868	86,764	77,790	\$	(4,137)
Utilities - Electric	297,299	312,164	284,097	253,752	\$	(14,865)
Utilities - Water	19,108	18,198	17,766	16,728	\$	910
Admin Insurance	102,163	97,298	104,353	88,379	\$	4,865
Contractual Maintenance	29,016	27,634	28,560	25,951	\$	1,382
Emergency Medical Technicians	24,652	23,938	24,652	15,644	\$	714
Security & Police	31,630	39,392	24,541	29,756	\$	(7,762)
Building Repairs	25,463	34,250	29,713	13,138	\$	(8,787)
Licenses & fees	2,400	2,218	2,329	1,929	\$	182
Other Occupancy	38,525	37,696	38,327	33,343	\$	829
TOTAL OCCUPANCY	652,987	679,656	641,102	556,410		(26,670)
EQUIPMENT RENTAL/REPAIRS & MAINT						
Equipment - Rentals	11,418	10,874	16,557	13,838	\$	544
Admin - Repairs & Maintenance	4,305	4,100	3,692	3,844	\$	205
Maintenance - Repairs & Maintenance	8,343	7,946	8,226	5,739	\$	397
Engineering - Repairs & Maintenance	86,826	85,124	82,781	80,986	\$	1,702
TOTAL EQUIP RENTAL/ REPAIRS & MAINT	110,892	108,044	111,256	104,407		2,848
TRAVEL & ENTERTAINMENT						
Local Meetings & Travel	500	744	500	3,902	\$	(244)
Client Promotions & Entertainment	3,000	3,090	3,000	1,871	\$	(90)
Trade Shows	23,250	17,381	20,000	12,591	\$	5,869
TOTAL TRAVEL & ENTERTAINMENT	26,750	21,215	23,500	18,364		5,535
ADVERTISING & PROMOTIONS						
Advertising	36,891	37,039	35,000	32,197	\$	(148)

Buffalo Niagara Convention Center Management Corporation
2016 Operating Budget

	Proposed Budget 2016	Projected 2015	Budget 2015	Actual 2014	Variance 2015 Projected v. 2016 Budget	Variance 2015 Budget v. 2016 Budget
Promotional Materials	4,783	4,555	5,786	-	\$ 228	(1,009)
Other promotional	82,135	82,485	65,000	82,836	\$ (350)	17,336
TOTAL ADVERTISING & PROMOTIONS	123,809	124,079	105,786	115,033	(270)	18,220
OTHER EXPENSES						
Uniforms	12,949	12,332	8,511	10,807	\$ 617	4,438
Dues & Subscriptions	7,195	6,852	4,790	5,492	\$ 343	2,405
Bank Fees/Interest	24,218	26,124	17,681	23,604	\$ (1,906)	6,537
Bad Debts	3,000	2,500	3,000	(5,677)	\$ 500	0
Miscellaneous / Depreciation	845	805	402	1,395	\$ 40	443
TOTAL OTHER EXPENSES	48,207	48,613	34,384	35,621	(406)	13,823
CAPITAL EQUIPMENT PURCHASES	20,000	67,652	20,000	107,511	\$ (47,652)	0
TOTAL OPERATING EXPENSES	\$ 5,468,677	\$ 5,611,068	\$ 5,226,983	\$ 5,299,356	(142,391)	\$ 241,694
INCREASE (DECREASE) IN OPERATING NET ASSETS	(0)	35,189	0	48,736	\$ (35,190)	(0)
FUNDS ENCUMBERED TO COVER OPERATING DEFICIT	-	-	-	-	0	0
NET INCREASE (DECREASE) IN OPERATING NET ASSETS	\$ (0)	\$ 35,189	\$ 0	\$ 48,736	\$ (35,190)	\$ (0)

Page 4 of 87
Compendium

BUFFALO NIAGARA CONVENTION CENTER			
Q1 Revenue	Goal	Projected	Variance
Rent Revenue	\$298,784	\$301,993	+1.1%
F&B Revenue	\$664,405	\$725,169	+9.1%
Electrical Service	\$61,364	\$54,810	-10.7%
Other Revenue	\$23,270	\$24,419	+4.9%
TOTAL REVENUE	\$1,047,823	\$1,106,391	+5.6%
YTD Revenue	2015	2014	Variance
Rent Revenue	\$298,784	\$301,993	+1.1%
F&B Revenue	\$664,405	\$725,169	+9.1%
Electrical Service	\$61,364	\$54,810	-10.7%
Other Revenue	\$23,270	\$24,419	+4.9%
TOTAL REVENUE	\$1,047,823	\$1,106,391	+5.6%
Q1 Events	2015	2014	Variance
Number of Events	40	41	-0.3%
Attendance	180,233	193,860	-7.1%
YTD Events	2015	2014	Variance
Number of Events	41	41	-0.3%
Attendance	180,233	193,860	-7.1%
F&B Profit Margin	22.9%	22.6%	-3.7%
Guest Satisfaction Survey	4.81	4.64	+3.53%

Comments Q1

Total revenues were up to budget in the first quarter by \$59k or 5.6%.

The main source of the increase in Food and Beverage came from unbudgeted revenues from Excelsior Health (+\$12k) and the M&T Bank Holiday Party (+\$12k). Groups who surpassed their budgeted numbers included Roswell Park (+\$19k), Ingram Micro (+\$17k), Delta Sigma Theta (+\$12k) and the Roman Catholic Diocese event (+\$12k).

Rental revenues are up slightly to budget \$3k or 1.1%.

Electrical revenues are down by -\$5k or -10.7% as a result of a reduction in electrical needs in February for the New York State Law Boards Exam.

Other revenues are up to budget by \$1k or 4.9%.

Q1 Major Events Hosted

Month	Event Name	Number of Attendees
Jan	Ingram Micro President's Club Dinner	1,650
Jan	Roman Catholic Diocese of Buffalo Foundation	1,156
Jan	Tuxedo Junction – Bridesworld	6,500
Jan	Town Square Media – Buffalo on Tap	6,197
Jan	Cheersport Championship	2,200
Feb	Niagara Frontier Automobile Dealers Association – Auto Show	70,000
Feb	Buffalo Zoo – Polar Bites	1,200
Feb	City of Buffalo – State of the City Address	1,250
Feb	Moog Inc – Mid Winter Bash	2,830
Feb	Varsity Spirit – American Championships Cheerleading Event	5,585
March	Marketplace Events – Buffalo Home Show	43,172
March	SoupFest	5,500
March	Motorama	10,000
March	National Association of College Fairs	5,500
March	M&T Bank – Commercial Sales Meeting	750

Q1 Major Events Booked

Year	Event Name	Expected Revenue
2015	Delaware North Companies Inc. Food & Beverage Summit	\$61,300
2015	Ambit Energy – Training & Rally	\$22,500
2015	Greater Buffalo Sports Hall of Fame- Annual Dinner	\$25,000
2015	Roswell Park Alliance Foundation - Gala	\$62,400
2016	Insurance Club of Buffalo (I-Day)	\$55,000
2016	Break the Floor Productions – 2016 Jump Dance	\$23,275
2017	Break the Floor Productions – 2017 Jump Dance	\$23,275
2018	Break the Floor Productions – 2018 Jump Dance	\$23,275
2016	Break the Floor Productions –2016 Nuvo Dance Convention	\$25,280
2017	Break the Floor Productions – 2017 Nuvo Dance Convention	\$25,280
2015	SABAH - Starlight Night Auction & Gala	\$15,000
2015	M&T Bank Officer's Meeting	\$16,000

Q1 Notable Sales Activities

Date	Program
Jan	Attended PCMA Convening Leaders Conference
Feb	Ingram Micro Site Inspection for January 2016
Feb	NYS Market meeting, established plans for Albany sales blitz & ESSAE trade show
Feb	NYS Center of Excellence Bioinformatics & Life Sciences Site Inspection for October 2015
Feb/March	Meetings with Hyatt, VBN to create meetings package & implementation strategy for need periods in 2015/16
March	Attended DOS Meeting at VBN with hotel partners
March	NYSUT site inspection for April 2015
March	Attended DMAI Destinations Showcase in DC
March	Attended DMAI Foundation Dinner
March	UAW-Ford site inspection for June 2015
March	Scare-A-Con Site Inspection for June 2016

BUFFALO NIAGARA CONVENTION CENTER			
Q2 Revenue	Goal	Projected	Variance
Rent Revenue	\$132,946	\$115,101	-13.4%
F&B Revenue	\$784,900	\$1,079,973	+37.6%
Electrical Service	\$15,570	\$17,960	+15.4%
Other Revenue	\$42,742	\$44,512	+4.1%
TOTAL REVENUE	\$976,158	\$1,257,546	+28.8%
YTD Revenue	Goal	Projected	Variance
Rent Revenue	\$431,730	\$412,094	-4.5%
F&B Revenue	\$1,449,305	\$1,802,311	+24.4%
Electrical Service	\$76,934	\$72,296	-6.0%
Other Revenue	\$85,459	\$90,470	+5.9%
TOTAL REVENUE	\$2,043,428	\$2,376,090	+16.3%
Q2 Events	2015	2014	Variance
Number of Events	48	47	+2.1%
Attendance	30,167	37,092	-23.0%
YTD Events	2015	2014	Variance
Number of Events	88	88	+0%
Attendance	203,424	230,915	-13.5%
F&B Profit Margin	29.4%	24.1%	18.0%
Guest Satisfaction Survey	4.81%	4.75%	+1.2%

Comments Q2

Total revenues were up to budget in the second quarter by \$281k or 28.8%.

The decline in rental revenues was primarily from the cancellation of the Civil Service police exam in June 2015 (-\$22k)

The increase in food and beverage revenues in Q2 were a result of several events which exceeded their budgeted numbers including NYSUT (+\$47k), Snow Symposium (+\$35k), NCCL (+\$32k), M&T Bank Commercial Meeting (+\$28k), Affinity Risk (+\$19k), Catholic Press Assn. (+\$17k) and Teacher Recruitment (+\$11k). We also had several unbudgeted events in Q2 which included UAW Ford (+\$82k), Ambit Energy (+\$30k), M&T Bank (+\$24k) and M&T Bank CPS (+\$22k).

Q2 Major Events Hosted

Month	Event Name	Number of Attendees
April	Buffalo Wine Festival	3000
April	New York State United Teachers - Representative Assembly & Local President's Conference	2300
April	Insurance Club of Buffalo - 2015 I-Day	1148
April	Break the Floor Productions - Jump Dance	750
April	Church of our Lord Jesus Christ - Annual Meeting	700
April	Buffalo State College WNY College Careers Center - Teacher Recruitment Days	600
April	AAAE NEC - International Aviation Snow Symposium	434
May	Buffalo/Niagara Marathon - Post Race Party & Runners Expo	7500
May	ECMC Lifeline Foundation- 2015 Springfest Gala	1560
May	M&T Bank - Officers Meeting	1400
May	Ambit Energy – Training & Rally	950
May	National Conference for Catechetical Leadership - Annual Conference & Expo	677
May	US Small Business Administration - Matchmakers Event & Awards Luncheon	500
May	Captive Resources - Affinity Risk Control Workshop	446
June	Lancaster Junior/Senior Prom	850
June	UAW Ford - National Program	280
June	Catholic Press Association - Catholic Media Conference	356

Q2 Major Events Booked

Year	Event Name	Expected Revenue
2015	Conesus Fest for Charity - World's Largest Disco	\$130,000
2016	National Association for Campus Activities - Mid Atlantic Annual Conference	\$58,500
2016	Foundation for Roman Catholic Diocese of Buffalo	\$58,000
2016	Varsity Spirit Corp - American Championships	\$45,600
2016	Buffalo Motorama	\$41,000
2016	Cheersport Championship	\$28,200
2017	National Association for Campus Activities - Mid Atlantic Annual Conference	\$60,255
2017	UB Dental Alumni Association - Buffalo Niagara Dental Meeting	\$51,600
2018	UB Dental Alumni Association - Buffalo Niagara Dental Meeting	\$53,100
2018	Break the Floor Productions - NUVO Dance Competition	\$25,200
2018	American Scrabble Association - National Scrabble Championships	\$25,000
2019	National Association for Campus Activities - Mid Atlantic Annual Conference	\$62,000

Q2 Notable Sales Activities

Date	Program
April - June	Partnered with VBN on e-marketing campaign with focus of short term business
April	NHL Draft - Site Inspection
April	UB/NACUFS - Site Inspection
April	Land Trust Alliance – Site Inspection
April	Participated in Albany Sales Blitz with VBN & Hotel Partners
April	Attended NYS Hospitality & Tourism Roundtable Event
May	Hosted Clients at ECMC Gala
May	Attended Hyatt/VBN/BNCC Sales & Service Luncheon Meeting
June	Attended ESSAE Trade Show in Saratoga Springs
June	Participated in Snow Symposium Meeting with Planning Committee for 2016 Anniversary Conference

BUFFALO NIAGARA CONVENTION CENTER			
Q3 Revenue	Goal	Projected	Variance
Rent Revenue	\$79,467	\$104,432	+31.4%
F&B Revenue	\$437,800	\$437,496	-.1%
Electrical Service	\$40,232	\$34,832	-13.4%
Other Revenue	\$29,400	\$21,655	-26.3%
TOTAL REVENUE	\$586,899	\$617,158	+5.2%
YTD Revenue	Goal	Projected	Variance
Rent Revenue	\$511,197	\$517,094	+1.2%
F&B Revenue	\$1,887,105	\$2,243,192	+18.9%
Electrical Service	\$117,166	\$107,101	-8.6%
Other Revenue	\$100,825	\$102,617	+1.8%
TOTAL REVENUE	\$2,616,293	\$2,970,004	+13.5%
Q3 Events	2015	2014	Variance
Number of Events	29	30	-3.3%
Attendance	15,333	20,977	-26.9%
YTD Events	2015	2014	Variance
Number of Events	117	115	+1.7%
Attendance	218,757	251,892	-15.1%
F&B Profit Margin	27.4%	24.6%	11.4%
Guest Satisfaction Survey	4.81%	4.75%	+1.2%

Comments Q3

Total revenues were up to budget in the third quarter by \$30k or 5.2%. The Church of South India and Law Board events exceeded budgeted revenues by \$53k and \$11k respectively.

The increase in rental revenues was primarily from new events booked in the year including Ryu-Kon (\$7k) and Queen City Conquest (\$7k).

Food and Beverage revenues in Q3 were flat to budget.

Electrical revenues are down as the Bar Exam utilized fewer electrical connections for the test takers.

Q3 Major Events Hosted	Event Name	Number of Attendees
Month	NYS Board of Law Examiners – Summer Bar Exam	2,988
July	Ryu-Kon	1,400
July	Church of South India	683
July	National Association of Education Office Professionals	403
September	Kaleida Health Foundation – 2015 Gala	1,060
September	Biggest Loser Walk/Run	4,500
September	Town Square Media – Diversity Job Fair	1,200
September	Masten District Senior Ball	850
September	Queen City Conquest	400

Q3 Major Events Booked

Year	Event Name	Expected Revenue
2016	ECMC Lifeline Foundation – 2016 Gala	\$150,000
2016	M&T Bank – Commercial Sales Meeting	\$86,000
2016	Moog Inc – Mid Winter Bash	\$81,000
2016	Department of Human Resources, Civil Service Police Exam	\$16,537
2016	2016 Buffalo Soupfest	\$16,310
2016	The Ryu-Kon Group – 2016 TatsuCon	\$16,000
2016	NAACP Awards Dinner	\$12,000
2017	Insurance Club of Buffalo 2017 I-Day	\$60,000
2018	NYS Dance Alliance – 2018 Annual	\$23,443
2018	Eastern Association of College and University Business Officers	\$75,000

Q3 Notable Sales Activities

Date	Program
July	Attended National Market Sales Meeting with VBN & Hotel Partners
July	Delaware North GuestPath Meeting and Site Inspection
July	NPN Site Inspection
July	Rockwell Automation Site Inspection
July	Still Bank Collectors Site Inspection
August	Gaufest Attendance Building in Milwaukee with locals and VBN for 2017
August	Hosted and Participated in Customer Advisory Council with VBN
August	Harley Davidson Site Inspection
August	Attended Connect Marketplace with VBN and hotel partners
August	Attended International Association of Venue Managers Conference
August	Association for Preservation Technology Site Inspection
September	Hosted Buffalo Niagara Event Professionals Breakfast and Site tour
September	Hosted clients at Kaleida Gala
September	Association Development Group Site Inspection
July – Sept	Convention & Event Services Coordinator out on maternity leave.

BUFFALO NIAGARA CONVENTION CENTER			
Q4 Revenue	Goal	Projected	Variance
Rent Revenue	\$117,425	\$222,537	+89.5 %
F&B Revenue	\$668,200	\$852,043	+27.5%
Electrical Service	\$28,350	\$33,294	+17.4%
Other Revenue	\$36,102	\$48,196	+33.5%
TOTAL REVENUE	\$850,077	\$1,156,070	+36.0%
YTD Revenue	Goal	Projected	Variance
Rent Revenue	\$688,622	\$743,995	+8.0%
F&B Revenue	\$2,555,305	\$3,096,481	+21.1%
Electrical Service	\$145,516	\$144,917	-.4%
Other Revenue	\$143,533	\$149,353	+4.1%
TOTAL REVENUE	\$3,532,976	\$4,131,746	+16.9%
Q4 Events	2015	2014	Variance
Number of Events	44	46	-4.4%
Attendance	58,919	48,179	+22.3%
YTD Events	2015	2014	Variance
Number of Events	161	161	0%
Attendance	280,108	300,071	-6.6%
F&B Profit Margin	27.1%	26.0%	+4.2%
Guest Satisfaction Survey	4.76	4.75	+0.2%

Comments Q4

Total revenues exceeded budget in the fourth quarter by \$306k or 36.0%. Groups responsible for this increase included the Delaware North Meetings (+\$56k), United University Professions (+\$30k), Discover the Dinosaurs (+\$28k), Buffalo Comicon (+\$27k) and Natl. Assn. for Campus Activities (+\$16k).

Food and Beverage revenues are projected to be up to budget by \$184k or 27.5%.

Electrical revenues exceeded budget by \$5k or 17.4% and other revenues are over budget by \$12k or 33.5%.

Q4 Major Events Hosted

Month	Event Name	Number of Attendees
Oct	Buffalo Comicon	4,952
Oct	UB Dental Alumni Association – Buffalo Niagara Dental Meeting	2,450
Oct	Buffalo On Tap – Harvest Festival	1,379
Oct	Bison Scholarship Fund Luncheon	910
Oct	Civil Service Employees Association – Annual Delegates Meeting	850
Oct	National Association for Campus Activities – Mid Atlantic Conference	712
Nov	YMCA Buffalo Niagara Turkey Trot – Post Race Party	10,000
Nov	Conesus Fest for Charity – World’s Largest Disco	7,000
Nov	Mayor Byron Brown’s Reading Rules Summer Reading Challenge	4,000
Nov	Roswell Park Alliance Foundation – All Star Gala	1,000
Nov	Buffalo Urban League Gala	900
Nov	Greater Buffalo Sports Hall of Fame Dinner	844
Nov	Delaware North – Food & Beverage Summit	709
Dec	Blue Star Media – Discover the Dinosaurs	5,122
Dec	First Night Buffalo	5,000
Dec	Maria Love Convalescent Fund – Charity Ball	2,400
Dec	Civil Service Employee Association Holiday Party	800

Q4 Major Events Booked

Year	Event Name	Expected Revenue
2015	Blue Star Media – Discover the Dinosaurs	\$25,000
2016	Ingram Micro 2016 Sales Kick Off	\$200,000
2016	National Prevention Network 2016 Annual Conference	\$54,500
2016	Roswell Park Cancer Institute 2016 Employee Holiday Party	\$30,000
2016	Niagara Frontier Automobile Dealers Association – 2016 Preview Party	\$24,000
2017	Harley Davidson Hog Officer Training (HOT) 2017	\$95,000
2017	United University Professions - 2017 Fall Delegate Meeting	\$38,300
2018	United University Professions - 2018 Fall Delegate Meeting	\$39,000
2018	NYC Dance Alliance – 2018 Annual	\$23,443
2019	NYC Dance Alliance – 2019 Annual	\$27,000

Q4 Notable Sales Activities

Date	Program
Oct	Attended several meetings with Snow Symposium Planning Committee
Nov	Attended Rejuvenate Marketplace - Dallas
Nov	DC Sales Calls
Nov	Meeting and site with 1 st Episcopal District WMS
Nov	Meeting and Site with Buffalo Parent Teachers Organization
Dec	Attended the ESSAE Holiday party
Dec	Albany Sales Calls
Dec	Met with clients and delivered holiday gifts throughout the month
Nov -Dec	Worked on various sales and marketing projects with intern from ECC

BUFFALO NIAGARA CONVENTION CENTER



2016 Business Plan

Table of Contents

Mission Statement	3	Conventions	11-13
Introduction	4	Banquets and Meetings	14-15
BNCC Earned Revenue	5	Consumer and Public Events	16
Days Occupied per Month	6	Convention and Event Services	17-18
Lodging - 4 Year Monthly Occupancy Trend	7	Trade Show/Event Participation	19
Lodging - 6 Year Month Supply/Demand Trend	8	Professional Memberships	19
Measurable Performance Objectives	9	Sales Department Convention Market Breakdown	20
Organizational Chart	10		

Mission Statement

The primary mission of the Buffalo Niagara Convention Center Management Corporation (BNCCMC) is to manage and maintain the Convention Center to maximize the Center's positive impact on the economy of the City of Buffalo and the County of Erie. The BNCCMC meets this objective by booking events that bring out-of-town guests to the City and County to fill its hotel rooms, restaurants, theaters and retail shopping outlets; by stimulating the growth of the local economy through events that benefit Erie County businesses; and by providing work opportunities to its own labor force and to contractors and other service providers.

The BNCCMC will operate and maintain the Convention Center facility, physical plant (building and equipment) to assure a maximum benefit and care of the public asset.

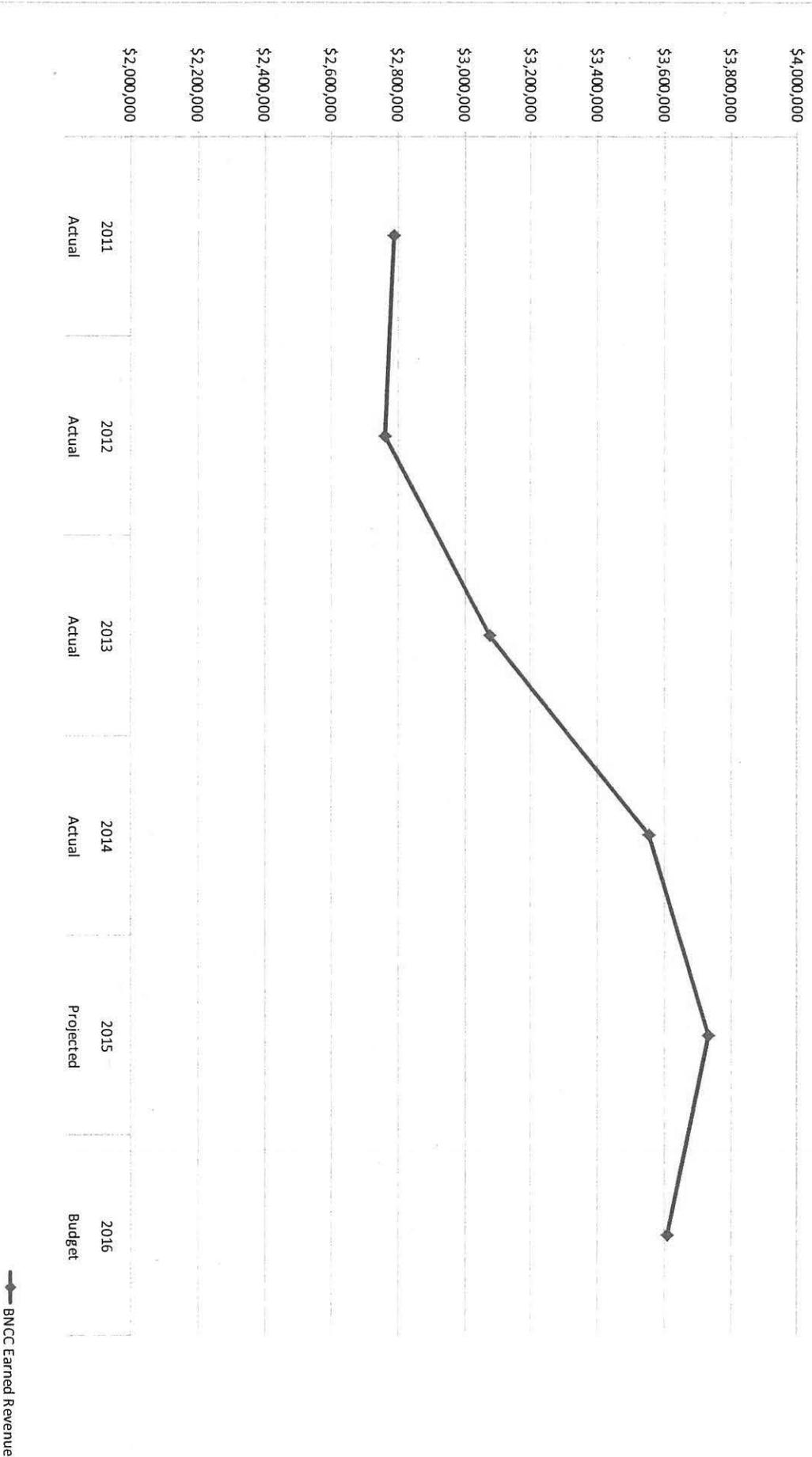
Introduction

The BNCC Sales team is dedicated to attracting, selling and servicing convention, meeting, banquet, special event, public and consumer show business with a focus on groups that drive hotel room nights to the County of Erie. The BNCC will continue to be aggressive in our sales and marketing efforts. The keys to selling in the current environment are face to face meetings, creating strong relationships, and delivering exceptional event, site visits and convention experiences that secure future business.

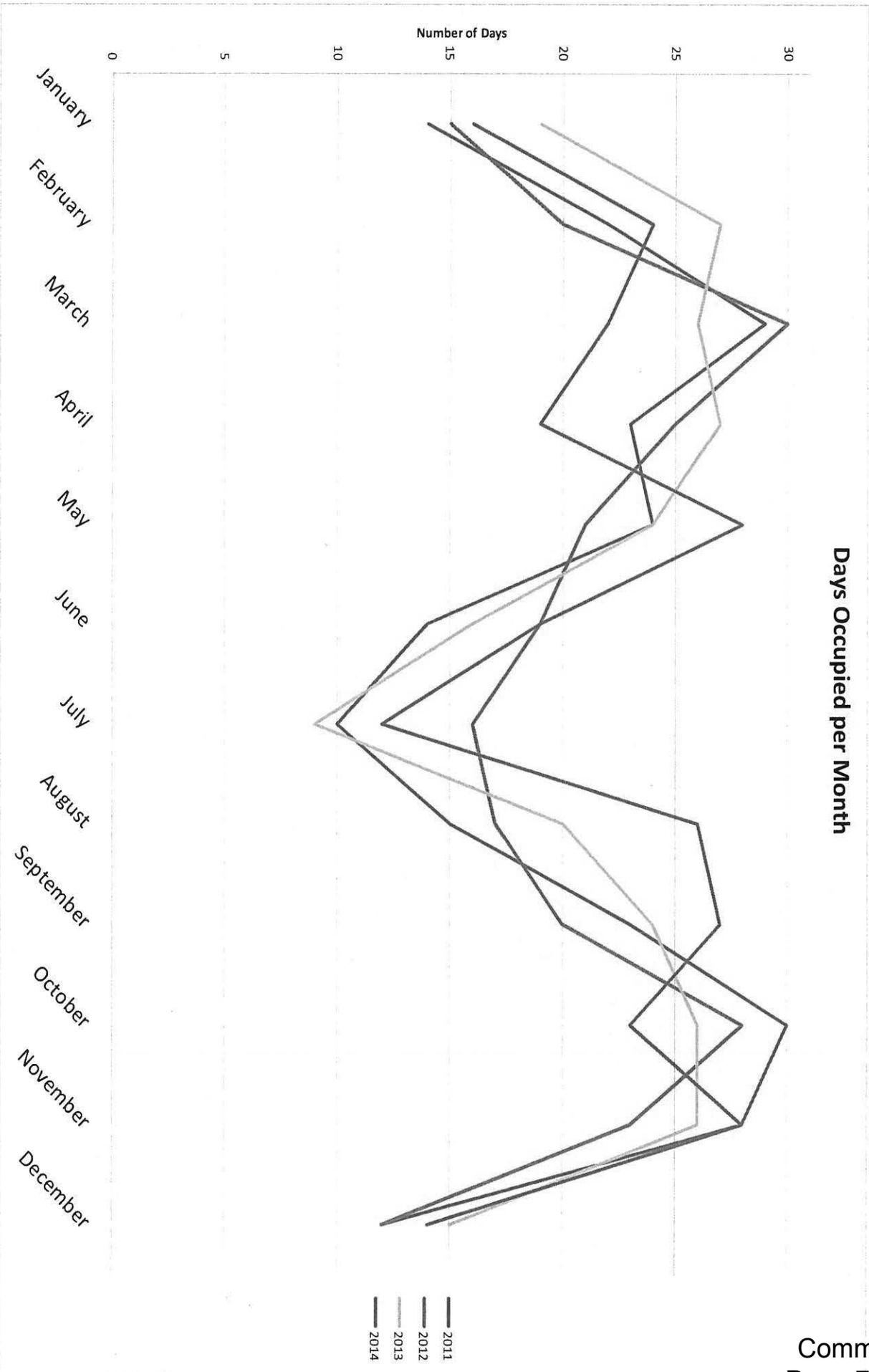
In 2016 we are forecasting total earned revenues of \$3,727,432, an increase of 5.5% over the 2015 budget. Post 2010 renovation, the Center has experienced an increase of 48% in earned revenues for the time period of 2011 - 2015. We are seeing a stabilization of revenues for 2016 and a projected decrease of 3.6% as compared to 2015 year end estimates. In 2016, 39.8% of the total earned revenues will come from the convention market segment and an estimated 27,500 hotel room nights will be utilized by attendee's at convention center events. The convention market has been positively impacted by large scale short term bookings from the local corporate market.

The Center's occupancy and activity is historically at its lowest point during the months of June, July, August and December. This pattern during the summer months is in direct contrast with the hotels historical monthly occupancy and supply/demand trends as illustrated in the Young Strategies/VBN Opportunities study recently completed. The public's strong desire to be outdoors and with new multi purpose outdoor venues, it remains a challenge to book consumer and trade show events during the summer. The Center's sales team will continue to research and identify opportunities that will align with date patterns and rate histories attractive to hotels.

BNCC Earned Revenue

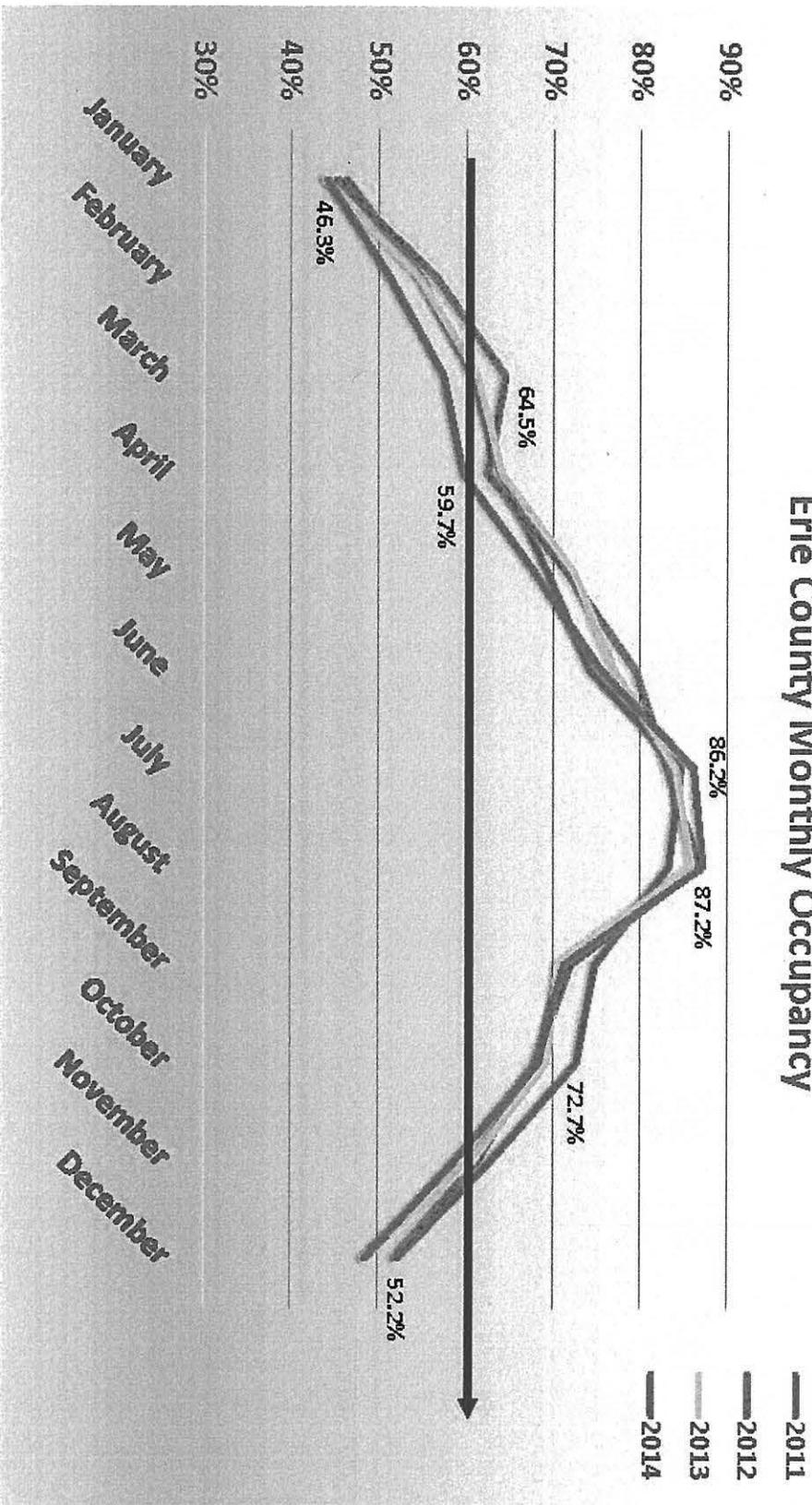


Days Occupied per Month



Lodging – 4 Year Monthly Occupancy Trend

Erie County Monthly Occupancy

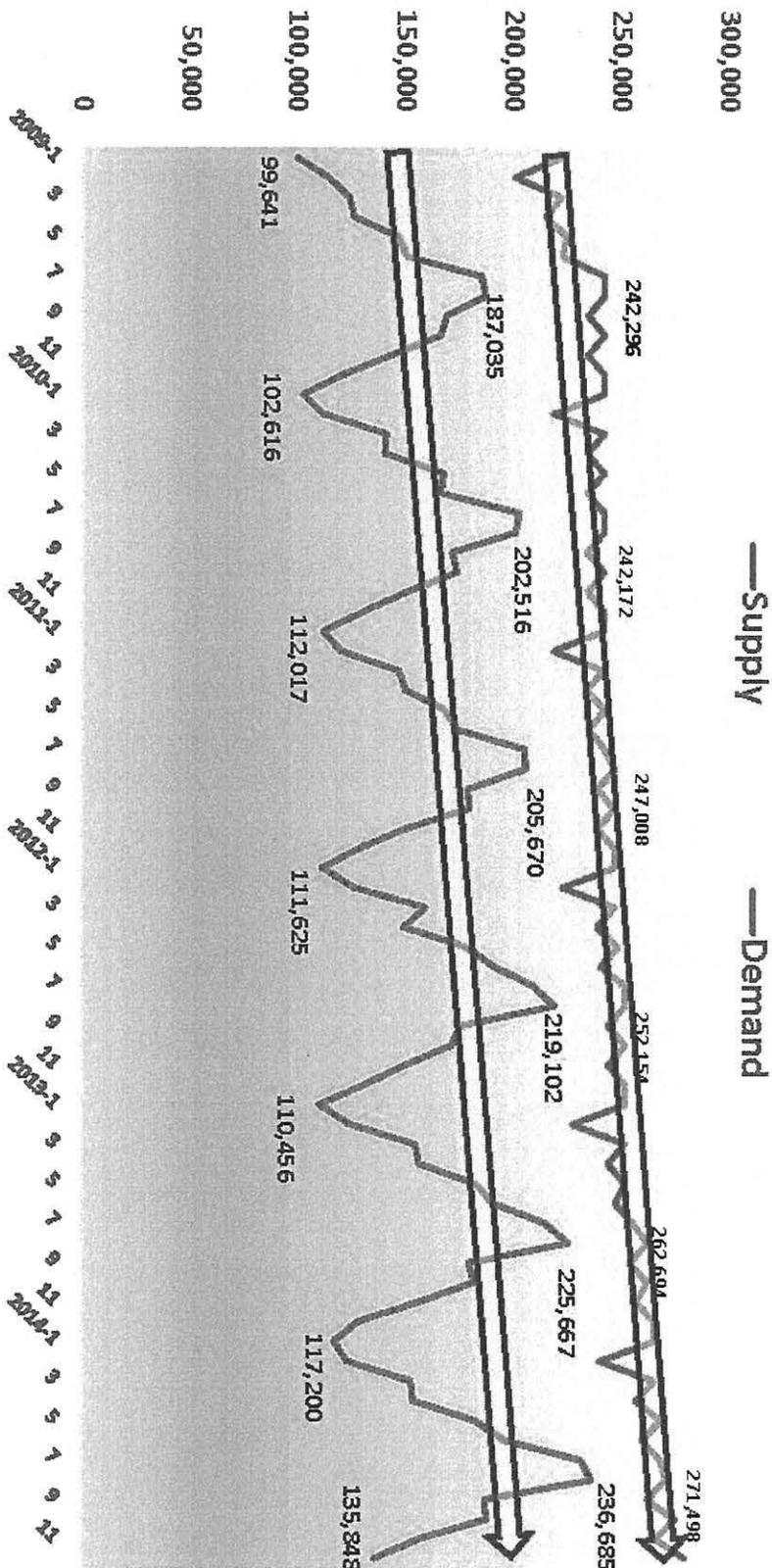


Source: STR 6-YR Trend for Erie County, NY



Lodging – 6 Year Monthly Supply / Demand Trend Line

2009 - 2014 Monthly Supply vs Demand Trend Line



Source: STR 6-YR Trend for Erie County, NY



Buffalo Niagara Convention Center Measurable Performance Objectives

Revenues

Revenues	Actual	Projected	Budget
Revenue Type	2014	2015	2016
Food and Beverage	\$2,692,433	\$2,921,956	\$2,752,296
Rentals	\$705,180	\$710,269	\$712,894
Electric	\$133,886	\$136,421	\$125,346
Other	\$122,913	\$162,192	\$136,896
Total	\$3,654,412	\$3,930,838	\$3,727,432

Food & Beverage

	Actual	Projected	Budget
F&B Performance	2014	2015	2016
Net Revenue (\$)	\$695,351	\$788,929	\$763,181
Net Revenue (%)	25.8%	27.4%	27.7%

Mix of Business

Market Segment	Actual %	Projected %	Budget %
2014	2015	2016	
Meetings / Banquets	40.0%	38.8%	39.7%
Conventions	41.1%	43.1%	39.8%
Consumer / Public	18.9%	18.1%	20.5%

Event Information

Events & Attendance	Actual	Projected	Budget
2014	2015	2016	
Total # of Events	161	185	170
Total Event Attendance	300,071	290,000	285,000
Total Est. Room Nights	27,000	27,500	27,500
Total # of days occupied	259	264	260

Guest Satisfaction

Guest Satisfaction	Actual	Projected	Goal
2014	2015	2016	
Survey Index Based upon Customer Survey Response	4.75	4.81	4.75

(5=Excellent, 1=Poor)

Buffalo Niagara Convention Center Organizational Chart

Buffalo Niagara Convention Center Board of Directors

Facility Director
Convention Center
Paul Murphy

Finance
Controller
Tom Belfer

Food & Beverage

Director of Sales & Marketing
Melissa Burke

Director of Operations
Terry O'Brien

Executive
Assistant
Lorna
Cullen

Accounting &
Benefits
Manager
Maryann
Martin

Executive
Chef
Ray Thom

Food &
Beverage
Manager
Paul Schme

Convention &
Event Service
Manager
Melissa Bean

Convention &
Event Service
Manager
Danielle
Wirnarski

Sales &
Catering
Manager
Sue Kinnings

Convention
Sales
Manager
Amy
Trautman

Asst. Operations Manager
Samuel Mendez

Engineering
Chief Engineer
Ken Sanford

Sous Chef
Alvin
Samuels

Banquet
Manager
Brooke
Williams

Sales &
Service
Coordinator
Heather
Petrino

Maintenance
Staff

Lobby
Receptionist

Loading Dock

Stationary
Engineer

Electrician
Keith Pirman

Cooks &
Dishwashers

Concession
Workers,
Servers &
Bartenders

Conventions

The primary goal of the Buffalo Niagara Convention Center Sales Department is to generate economic impact for the County of Erie by hosting conventions, meetings, trade shows and other events that drive both attendees and revenues to the area hotels, restaurants, attractions and other related businesses.

Objectives

Generate leads and opportunities to host more conventions that are most compatible with the facility and destination

Determine new customer targets with emphasis on shoulder and off-peak business opportunities

Support VBN Bring It Home Campaign to uncover new convention business

Convention Sales Target Markets

State, Regional, National Associations with an emphasis on Sustainable Energy, Healthcare, Hobby and Engineering/Scientific
State, Regional, National Government

Local, State, Regional Corporate

SMERF, Multi-Level Marketing

Convention—Sales Strategies

- Focus on direct sales in targeted geographic markets with a series of scheduled, qualified appointments along with networking receptions or other events showcasing the facility
- Partner with VBN and hotel partners on trade shows and sales missions and other cooperative marketing initiatives
- Hold regular meetings with our key partners – Hyatt Regency and VBN to review business opportunities, date coordination and need periods
- Conduct quarterly sales missions to Washington DC area to call on and pursue regional and national association business to coincide with monthly industry meetings
- Create summer business campaign to market to prospective clients that can impact need periods to include July, August, and September
- Actively seek out opportunities for sales staff to serve on industry boards and committees
- Create package specifically for third party planners to educate them on Buffalo Niagara and increase convention leads
- Continue partnership with VBN on the Customer Advisory Council for third year. This will include participation in meetings and discussions as the group provides direction tactics and strategies for future planning
- Further enhance the Center’s website to serve as a resource for potential and future customers
- Conduct monthly sales calls to local colleges and universities with VBN & Hyatt to identify specific market segments
- Host quarterly lunch and learn presentations to educate locals on the benefits of Buffalo as a meeting destination
- Strategically align with UB, Buffalo Niagara Medical Campus and other local partners to identify and target specific meetings and opportunities
- Conduct creative site inspections for potential and tentative clients
- Enhance listings and uncover new opportunities within third party e-line sales channels such as CVENT
- Participate in “All Market FAM” hosted by VBN with primary focus on DC area planners from targeted National Associations
- Continue partnership with IAVM: ConventionCalendar.com web site, the official convention industry calendar linking the BNCC with thousands of new meeting planners and promoting need time periods
- Increase social media presence with focus on high quality food & beverage and promoting in house groups and events
- Conduct sales calls in Indianapolis to call on Fraternal market to uncover new business opportunities
- Collaborate with VBN to promote Global Meetings Industry Day in April to raise awareness and showcase the impact of meetings and conventions in our community

Convention—Success Measures

- Achieve \$1,436,320 in convention revenues for 2016 - this will be an increase of 3.8% over 2015 budget
- The Senior Director of Sales and Marketing and the Convention Sales Manager are responsible for a team goal of \$1,400,000 in convention bookings in future years
- Attend a minimum of 7 trade shows and industry events targeting convention/meeting planners
- Conduct quarterly sales missions to Washington DC area
- Participate in client receptions in Albany with VBN and hotel partners
- Conduct 60 site inspections throughout the year

Banquets and Meetings

Objective

Increase sales in Banquets and Meetings while filling need periods within the 12 month booking window

Banquets and Meetings—Sales Strategies

- Solicit corporate market to pursue those events that are large and space intensive
- Update Affordable Day Meeting Package that includes value added items such as complimentary Wi-Fi for short-term day meeting bookings, add additional A/V offerings as part of the Day Meeting Package
- Create Christmas in July promotion with an added incentive to encouraging early holiday bookings
- Upsell food and beverage and other ancillary services and new offerings i.e. Farm to Table to increase revenue per booking
- Maintain phone, e-mail and outside sales solicitation efforts
- Increase the number of tours and taste tests with potential clients with the goal of converting to definite bookings
- Participate in identified local events and trade shows for additional exposure in the market and more face time with key planners
- Increase internal marketing efforts to include more advertising on digital monitors and marquee sign that include current promos and offerings
- Continue with client referral program that provides leads to BNCC from current/past clients offering an incentive for new definite bookings
- Identify local event and wedding planners to establish a relationship with them and sharing the benefits of using the BNCC
- Coordinate Brides World Ballroom presentation and services associated with promoting wedding packages
- Update wedding package and photos on website to include ceremony on site and valet parking options
- Introduce program offering annual events an incentive to rebook within 30 days of group event
- Host monthly lunches with prospective new clients in tasting room to introduce them to the food, service and overall opportunities in planning a BNCC event
- Host “Get to Know Us” tables on Court Street Plaza throughout the year to provide locals with information and benefits of using the BNCC
- Continue use of Social Media outlets to introduce and promote the reasons why potential customers should use the BNCC for their events

Banquets and Meetings—Success Measures

- Achieve \$1,430,117 in banquet and meeting sales revenue for 2016-this will be an increase of 9.3% over 2015 budget
- The Catering Sales Manager and Sales & Service Coordinator have a goal of \$1,300,000 in banquet and meetings bookings for 2016 and future years
- Conduct 75 client tours, site inspections and taste tests throughout the year

Consumer and Public Events

Objective

Increase the number of new consumer and public events booked

Consumer and Public Events—Sales Strategies

- Sharper focus on identifying public shows and events that can fill need periods while generating more rental and overall revenues
- Research and identify key show organizers and producers. Create a package tailored to consumer/trade shows that offers booking incentives
- Solicit shows listed on event calendars of comparable venues with emphasis on groups that meet during summer need months
- Enhance relationships with current clients through regular contact and foster relationships with potential clients by hosting clients at established events
- Participate in networking events and trade shows that are industry specific
- Continue use of Social Media outlets to introduce and promote the reasons why clients should use the BNCC for their events
- Develop and implement e-mail campaign to show organizers to introduce our venue
- Utilize client references and referrals to assist in closing the sale
- Identify additional revenue opportunities thru upselling of food and beverage and other ancillary services
- Offer additional incentive to groups that will move from their preferred date that is not available to a date that is open over during a need period
- Create summer business campaign to market to prospective shows and events to fill the summer months

Consumer and Public Events—Success Measures

- Achieve \$742,124 in consumer and public show revenue-this will be an increase of 2.34% over 2015 budget
- Each Convention and Event Service Manager has a goal to book \$65,000 in new business



Convention and Event Services

Objective

Maintain a superior customer service experience to ensure successful events and rebooking opportunities

Convention and Event Services—Sales Strategies

- Create customer profile in order to learn more about client and how the Center can enhance client experience
- Continue to update and tailor meeting planner kit to provide clients with items on site as an added benefit
- Provide client event time line during the turnover process outlining information requirements and important due dates
- Join ESPA – Event Service Professionals Association to network with peers, participate in webinars stay current on hot and trending topics and share service ideas
- Foster relationships with attendees and organizations thru social media outreach
- Schedule pre/post convention meetings to thoroughly review event
- On going client survey follow up with a quarterly incentive drawing for those that complete survey
- Measure client satisfaction through evaluation forms
- Meet quarterly with VBN service staff to review upcoming groups and discuss ways to increase the customer experience
- Coordinate visitor tables and material distribution with VBN staff during key conventions and events
- Maintain and further develop strong relationships with key government partners to ensure ancillary services are provided as needed for events throughout the year
- Actively seek out opportunities for service staff to serve on industry boards and committees
- Update and revise sales and service collateral

Convention and Event Services—Sales Strategies (cont.)

- Participate in webinars, industry meetings and other education opportunities to keep current and up to date on the latest trends
- Enhance use of the internal digital monitors to tell the story of all the types of events we host at BNCC
- Host an annual customer event including current clients and potential customers
- Identify media opportunities that will showcase the BNCC food, services and diverse events hosted throughout the year
- Prepare for and obtain CMP designation

Convention and Event Services—Success Measures

- Achieve a guest satisfaction survey index score of 4.75 with a customer survey return rate of 50%

Trade Show / Event Participation

Meeting Professionals International Mid Atlantic Conference & Expo - January, DC
Springtime Expo- April, DC
Empire State Society of Association Executives Tradeshow - June, Saratoga Springs
Professional Convention Management Association Educational Conference - June, St. Louis
Council of Engineering & Scientific Execs - July, Omaha
International Association of Venue Managers - July, Minneapolis
Connect Marketplace - August, Grapevine
Rejuvenate Marketplace - October, Orlando
Nursing Organization Alliance - November, TBD
International Association of Exhibitors and Events– December, TBD

Professional Memberships

Professional Convention Management Association	Buffalo Niagara Partnership
Meeting Professionals International	Empire State Society of Association Executives
Convention Sales Professionals International	International Association of Venue Managers
Buffalo Niagara Event Professionals	Working for Downtown

Sales Department Convention Market Breakdown

Melissa Burke

New York State Market
 Corporate
 Educational
 Labor Unions
 Legal/Government/Public Administration
 Military & Veterans
 Multi-Level Marketing
 Public Affairs
 Scientific/Engineering/Tech
 Trade/Business/Commercial

Amy Trautman

Agricultural Commodities
 Athletics/Sports/Dance
 Cultural
 Ethnic Minority
 Fraternal
 Health/Medical
 Hobby & Avocational
 Preservation
 Religious
 Sustainable Energy
 Travel/Tourism

3rd Party Planners *

HelmsBriscoe
 Experient

3rd Party Planners *

Conference Direct
 IMN Solutions

*3rd Party planners will be called on by the person listed above but all leads will be given to the person handling the corresponding market segment.