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BUFFALO NIAGARA
CONVENTION CENTER

February 7, 2020

Mr. Robert. Graber
Clerk of the Legislature
92 Franklin Street, 4th Floor
Buffalo, NY 14202

Dear Mr. Graber,

Enclosed please find the information for the Buffalo Niagara Convention Center Management Corporation as required by Budget Resolution No. 76 and requested in your January 27, 2020 letter as follows:

-List of personnel with titles, job descriptions and salary for each employee
-Measurable goals and Outcome as included in our 2020 Marketing Plan
-2019 Quarterly Reports

Please note that the Buffalo Niagara Convention Center is in the process of reconfiguring the corporate structure to be in compliance with the requrement 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 contact me directly.

Sincerely,

Paul Murphy
General Manager
Buffalo Niagara Convention Center

PM/tb

January 27, 2020

Mr. Patrick J. Kaler
President and CEO
Buffalo Niagara Convention and Visitors Bureau
Buffalo Convention Center
403 Main Street, Suite 630
Buffalo, New York 14203

Dear Mr. Kaler,

The Erie County Legislature on December 5, 2019 allocated funds to the Buffalo Niagara Convention and Visitors Bureau and Buffalo Convention Center in the 2020 Erie County Budget as Amended.

The Legislature also passed Budget Resolution No. 76 (enclosed) 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 **February 7, 2020** to the Clerk of the Erie County Legislature.

Also, pursuant to Budget Resolution No. 76 of the 2020 Erie County Budget as Amended both organizations are to provide a budget showing how the funds allocated in the 2020 Budget will be spent and a strategic plan with measurable goals and outcomes for 2020 to the Clerk of the Erie County Legislature no later than **February 7, 2020**.

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.

Sincerely,

Robert M. Graber
Clerk of the Legislature

Enclosure

Buffalo Niagara Convention Center Management Corporation
Management Wages
2020

Name	Position/Title	Date of Hire F/T	Current Salary
Arnold, Richard	Sous Chef	04/13/16	$ 58,500
Bean, Melissa	Convention Services Manager	09/19/11	$ 51,050
Beiter, Thomas	Controller	03/01/13	$ 81,500
Burke, Melissa	Director of Sales	01/30/06	$ 71,500
Cullen, Lorna	Executive Assistant	06/01/99	$ 39,500
Kimmins, Sue	Sales and Catering Manager	02/08/79	$ 52,000
Will, Michael	Asst Operations Manager	09/05/18	$ 47,500
Martin, Maryann	Bookkeeper	10/01/04	$ 46,850
Murphy, Paul	General Manager	07/26/01	$ 149,400
O'Brien, Terry	Operations Manager	09/09/09	$ 66,750
Petrino, Heather	Event Coordinator	04/16/13	$ 39,500
Thom, Raymond	Executive Chef	07/30/01	$ 85,515
Trautman, Amy	Sales Manager	11/21/14	$ 59,500
Vega, Alishia	Lobby Receptionist	11/03/12	$ 28,000
Watson, Cory	Banquet Manager	08/01/18	$ 49,000
Nicole Lysek	Timekeeper	08/26/19	$ 34,320
Winiarski, Danielle	Convention Services Manager	10/24/11	$ 51,050

Buffalo Niagara Convention Center
2/3/2020
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

Last	First	Position	PT/FT	Hire Date	Hourly Rate
Carillo	Joanne	Server	FT	12/31/08	$ 9.50
Coxson	Erika	Bartender	FT	09/29/07	$ 12.08
Open	Position	Head Cook	FT	11/04/02	$ 18.05
Open	Position	Cook	FT	03/20/02	$ 15.05
Open	Position	Cook	PT	10/03/18	$ 15.05
Palermo	Deb	Server	FT	02/15/98	$ 9.50

Reg Part Time Servers:

Last	First	Position	PT/FT	Hire Date	Hourly Rate
Akbarsaysan	Ramin	Server	PT	11/01/16	$ 8.35
Barone	Thomas	Server	PT	11/11/06	$ 8.35
Delorenzo	Kim	Server	PT	02/22/97	$ 8.35
Fisher	John	Server	PT	05/03/17	$ 8.35
Kiner	Shreeta	Server	PT	12/05/13	$ 8.35
Meier	Laura	Server	PT	08/17/91	$ 8.35
Misso	Stephen	Server	PT	10/20/94	$ 8.35

Approx 80 on call servers $ 8.35

Buffalo Niagara Convention Center
2/3/2020
Listing of Names/Positions/ Rates
Union /Collectively Bargained Employees

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

Reg PT Concession Workers:

Last	First	Position	PT/FT	Hire Date	Hourly Rate
Millender	Kailah	Concessions	PT	11/12/11	$ 12.20
Willett	Jamielyn	Concessions	PT	05/12/12	$ 12.20
Approx 8 on call concession workers					$ 12.20

Reg PT Bartenders:

Last	First	Position	PT/FT	Hire Date	Hourly Rate
Coxson Jr.	David	Bartender	PT	11/27/10	$ 8.82
Davis	Rebecca	Bartender	PT	01/19/18	$ 8.82
Sczepczenski	Kevin	Bartender	PT	05/12/12	$ 8.82
Approx 60 on call bartenders					$ 8.82

Reg PT Pantry Cooks:

Last	First	Position	PT/FT	Hire Date	Hourly Rate
Augsburger	Lynn	Cook	PT	04/07/08	$ 13.06
Duke	Andrew	Cook	PT		$ 13.06
Duke	Karen	Cook	PT		$ 13.06
		Cook	PT		$ 13.06
		Cook	PT		$ 13.06
Approx 8 on call cooks					$ 13.06

FT Dishwashers:

Last	First	Position	PT/FT	Hire Date	Hourly Rate
Leonard	Obe	Dishwasher	FT	11/13/15	$ 12.70
Merkel	Kristine	Dishwasher	FT	06/06/16	$ 12.70

PT Dishwashers:

Approx 20 on call dishwashers					$ 11.90

Buffalo Niagara Convention Center
2/3/2020
Listing of Names/Positions/ Rates
Union /Collectively Bargained Employees
ALL collectively bargained employees work as needed or as business dictates***

Maintenance Department:

Last	First	Position	PT/FT	Hire Date	Hourly Rate
Day	Timothy	Maintenance	FT	05/06/12	$ 15.60
Leonard	Dave	Maintenance	FT	03/01/93	$ 15.60
McMahon	Mark	Maintenance	FT	12/02/78	$ 15.60
Mendez Jr	Sam	Maintenance	FT	04/30/07	$ 15.60
Open	*Position*	*Maintenance*	*FT*		
Sherfield	Joseph	Maintenance	FT	11/26/11	$ 15.60
Sherfield	Tyrone	Maintenance	FT	08/01/00	$ 15.60
Stevens	George	Maintenance	FT	08/07/12	$ 15.60
Villifane	Julian	Maintenance	FT	01/25/08	$ 15.60
Howell	Ken	Maintenance	PT	11/29/19	$ 12.80
Lopez	Louis	Maintenance	PT	07/26/11	$ 13.27
Mcmahon	Ryan	Maintenance	PT	11/27/10	$ 13.27
Robbins	John	Maintenance	PT	08/12/18	$ 13.20
Santiago	Trevor	Maintenance	PT	02/25/15	$ 13.27
Sherfield	Israel	Maintenance	PT	12/31/16	$ 11.82
Perez	Luis	Janitors	FT	02/25/12	$ 14.68
Prince	Beverly	Janitors	FT	10/15/18	$ 12.32
Sealey	Sheree	Janitors	PT	04/26/19	$ 12.75
Flanigan	Sidney	Janitors	PT	06/04/19	$ 12.25

Engineering Department:

Last	First	Position	PT/FT	Hire Date	Hourly Rate
Mcmahon	Terence	Engineer	FT	7/8/2019	$ 23.94
O'Sullivan	Patrick	Engineer	FT	7/29/2014	$ 24.94
Pitman	Keith	Electrician	FT	06/01/04	$ 25.94
Rechin	Eric	Engineer	FT	12/01/18	$ 23.94
Sandford	Ken	Chief Engineer	FT	11/16/92	$ 29.86
Shearer	Al	Engineer	FT	2/1/2003	$ 24.94
Overfield	Paul	Engineer	PT	6/5/2008	$ 23.94

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:

Job Title: **Banquet Server**

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: Servers are responsible for servicing orders for food and beverages. Responsibilities include; setting all service items; Buffets, serving beverages, appetizers, salads, soups, entrees, and desserts; removal of all service items; Cleaning and organization of all Food & Beverage equipment and areas; provide friendly, courteous and high quality and high energy service to clients and lessees.

Qualifications:

Work experience in events, banquets 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.
- ❖ 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 carry a maximum of ten dinners per tray.
- ❖ 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.

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

- ❖ Being on time and in uniform for each scheduled shift.
- ❖ Refill all drinks and beverages.
- ❖ Remove dishes and glasses from table and take them to the kitchen or breakdown station.
- ❖ Remove and replace table linens and service settings 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 chef or kitchen.
- ❖ Prepare beverages for customers or serve wine.
- ❖ Setting tables, stations, buffets, and displays.
- ❖ Serve meals to customers or direct customers to buffets.
- ❖ Observe customers to find out if anything else is 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 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: 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: Head Bartender

Company: Buffalo Niagara Convention Center

Reports to: Food & Beverage Manager; Banquet Manager

Supervises: Functional primary spervision 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:

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

Position/Title: General Manager

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: Senior Director of Sales & Marketing

Reports To: General Manager

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 tradeshows 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: Senior 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: Senior 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 tradeshows 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: Senior 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 tradeshows 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: Senior 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: General Manager/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: General Manager

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
    - Update and distribute monthly schedule of events in house.
    - Review and make updates, revisions or additions in EBMS as necessary for online calendar
- EBMS Administrator
    - Maintain EBMS functions. Configure master tables and forms as needed. Manage and update database on a regular basis.
    - Meet with staff regarding EBMS updates, training, use and business processes.
    - 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
    - Assist with Administration of Electrical & Technology orders prior to events, including advance orders, payment and distribution to Electrician & Service Staff
    - Setup service desk during events to assist with on-site orders, payment, and general building inquiries
- Office Supplies/Equipment
    - Replenish inventory of office supplies on a regular basis. Seek out competitive pricing.
    - 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: General Manager

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: Director of Operations, 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 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.

Upated 2/2/18

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:

- Report to work as scheduled.
- Monitor internal cameras.
- Answer incoming phone calls, operate intercom as necessary in a courteous manner.
- Open the north loading dock roll up door and timekeeper office every morning.
- South roll up door is to be kept closed except M-F morning delivery hours. It should remain closed at all other times and opened upon request. South roll up door to be open M-F 4p-5:30p for staff to exit.
- Report all injuries/building damage to supervisor or manager on duty to file a report.
- Unlock/lock employee entrance door if needed. Verify closed end of night shift
- Unlock the exit/glass doors by Rooms 101, 106, Court Street and Genesee Street as directed to by resume.
- Assist in the training of all temporary dock personnel.
- Monitor move in/move out of events/shows to reduce loss of property or damage to property.
- Administer dash placards to indicate vehicle owner.
- Keep written logs of employee/guests enter exit building
- Turn on lights in lower halls if site inspection and no front desk coverage.
- Check event resume/building calendar to see if it is a park or no park day, coordinate staff or customer parking. This means verify guest is on a parking list, insure guest parks

in designated spot on dock within parking lines. Know what vehicle is on dock and where they will be located in the building in case of emergency. Give guest a "Parking Pass" that identifies the owner of vehicle. If no park day, place the no parking sign out visible to staff and guests. Place chain across the entrance to loading docks.

- Review resume for Hyatt walkway hours open/closed. Verify if the TV in walkway is on, let service manager know to turn on. Verfiy if speakers/music in on in walkway.
- Dock 1 to always be reserved for deliveries.
- If leaving timekeepers office/dock for another area of the building, the chain should be placed across the entrance to the dock.
- Log all persons entering/exiting the building in the daily record log book with time entries. This is staff, visitors, and guests.
- Call the appropriate staff member when shipment or food deliveries arrive and provide storage assistance when necessary. Do not leave items on dock more than 2 hours. Radio staff member to remind them of delivery.
- Refer to inbound/outbound freight shipping requirements: log in freight, storage of freight. (as of 2/2/18, procedure has not been implemented)
- Check daily listing of activities to be aware of event names, times and room numbers.
- Operate paging system as needed. Verify what section of building PA will address before making announcements to not disturb areas in use/meeting.
- 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 an equipment loan sheet authorizing removal of any articles from the Buffalo Niagara Convention Center (i.e. equipment). Perform random bag checks of employees. (as of 2/1/18, procedure has not been implemented yet)
- Answer the phone, page and use the radio.

- Turn the lights on for Exhibit Hall events. If no events in use on Exh floor, reduce lighting to basic service lighting.
- Complete incident/injury reports as needed. If an employee is injured on the job, radio the manager of department or manager on duty to place a call with employee to Medcor. If no manager on duty, Medcor's number is 1.800.775.5866.
- Assist in coordinating the garbage removal schedule with Operations Dept. Notify Ops manager to call in when dumpsters needed.
- Continually monitor dock retaining gates. Close as needed
- Distribute paychecks to staff with proper ID if not known to dock staff, have employee sign off on receiving check.
- Coordinate facility closing with service manager, operations manager and clients. Building closing include verify doors are closed/locked on upper level, opening/closing/locking of Hyatt walkway our side and their side, verify Hyatt elevators are keyed off. Verify Court St glass doors are closed/locked. Verify all doors have the deadbolt pushed to closed position. Dock cannot be closed even if end of shift, without insuring the building is empty and/or ok from operations or service manager. Verify that the building is empty of all guests before leaving for night. This can be done by a walk through of the building or radio communication from the engineer or operations department/lead person, or service manager. Once building has been determined empty, radio the engineer on duty to come close the roll up door and secure the building.
- Brief the shift change dock staff of the activities on dock, what vehicles are on loading dock, owner of vehicle and where to find person.

Updated: June 10, 2019

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: General Manager

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: General Manager

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:

- Schedules personnel 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. Have constant presence on the floor from start of the event to close.
- Plans, organizes and supervises the buying and selling of food (concessions) and drinks (including alcoholic beverages) to customers of the facility.
- 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 and BNCC job descriptions.
- Tracks inventories on a regular basis and completes monthly reports.
- Supervises the set-up, staffing, stocking and operation of all concessions stands and bar setups in the facility with the assistance of the F&B Manager and Head Bartender.
- Maintains records of total inventory and verifies money balances and inventory from opening through closing according to cash handling policy.
- Monitors permanent and portable concession stands, vending machines and bars for customer satisfaction and a professional presentation.
- 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 with Food & Beverage Manager on all employee labor relations, employee grievances and documents employee discipline issues for department personnel.
- Maintains optimum standards of sanitation and safety in accordance with all health regulations regarding the safe and proper handling of foods.
- Maintains accuracy, honesty and accountability in all accounting and cash handling procedures.
- Maintains adequate levels of inventory in balance with scheduled events and anticipated crowds working with F&B Manager, Sous Chef and Head Bartender
- Complete F&B recap reports and submit to Administration in a timely manner.
- Verify timecards for staff and submit to Admin in a timely manner.
- Order linen for facility both F&B and Operations needs, monitor inventory and deliveries to ensure event requirements can be met.
- Work closely with F&B Manager and Head Bartender to ensure that staffing, stocking and operation of bar operations are in order.

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 other managers, 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, work with F&B Manager to schedule supervision of all events and F&B operations to meet business needs.
- All other duties and responsibilities as directed by BNCC Management.
- Effective verbal communications skills and ability to communicate in writing.

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 or 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 ot 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: 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 Management Corporation
2020 Operating Budget

10/18/19

	Proposed Budget 2020	Projected 2019	Budget 2019	Actual 2018	Variance 2019 Projected v. 2020 Budget	Variance 2019 Budget v. 2020 Budget
REVENUES:						
EARNED REVENUES						
Gross Food & Beverage	$ 2,657,120	$ 2,790,815	$ 3,047,183	$ 3,664,961	$ (133,695)	(390,063)
Rents	787,866	807,100	808,105	830,579	$ (19,234)	(20,239)
Electrical Services	165,099	181,648	174,252	190,740	$ (16,549)	(9,153)
Equipment Rentals	55,000	51,842	55,000	54,837	$ 3,158	0
Communications Revenue	1,000	1,483	1,000	6,794	$ (483)	0
Other Earned Revenue	120,000	124,181	135,000	130,310	$ (4,181)	(15,000)
TOTAL EARNED REVENUES	3,786,085	3,957,069	4,220,540	4,878,221	(170,984)	(434,455)
OTHER REVENUES						
Commissions	15,000	13,824	12,500	14,536	$ 1,176	2,500
Investmet Interest/Dividends	10,000	-	-	-	$ 10,000	10,000
TOTAL OTHER REVENUES	25,000	13,824	12,500	14,536	11,176	12,500
Erie County - Grant	1,867,551	1,830,932	1,830,932	1,795,031	$ 36,619	36,619
TOTAL REVENUES	$ 5,678,636	$ 5,801,825	$ 6,063,972	$ 6,687,788	$ (123,189)	$ (385,336)
EXPENSES:						
COST OF SALES FOOD AND BEVERAGE	1,906,715	$ 2,121,019	2,163,990	$ 2,558,008	$ (214,304)	(257,275)
	28.2%	24.0%	29.0%	30.2%		
SALARIES\WAGES						
Admin/Sales	608,711	$613,442	651,903	585,110	$ (4,731)	(43,192)
Maintenance	620,794	$636,712	629,231	599,983	$ (15,918)	(8,436)
Engineering/Electrical	361,708	$352,886	360,704	344,390	$ 8,822	1,004
Dock/Lobby	94,796	$97,362	79,869	89,470	$ (2,566)	14,927
Staff Incentives	20,000	$20,000	27,000	25,000	$ -	(7,000)
Temporary Services	100,000	$167,882	100,000	160,730	$ (67,882)	0
TOTAL SALARIES AND WAGES	1,806,009	1,888,284	1,848,707	1,804,683	(82,275)	(42,698)
PAYROLL TAXES AND FRINGE BENEFITS						

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Buffalo Niagara Convention Center Management Corporation
2020 Operating Budget

10/18/19

	Proposed Budget 2020	Projected 2019	Budget 2019	Actual 2018	Variance 2019 Projected v. 2020 Budget	Variance 2019 Budget v. 2020 Budget
FICA	100,510	105,611	114,303	103,910	$ (5,101)	(13,793)
NYS Unemployment Insurance	49,489	48,519	48,103	45,386	$ 970	1,386
Disability/Life Insurance	9,941	9,746	9,284	8,287	$ 195	657
Workmens Compensation	135,396	143,234	140,737	120,081	$ (7,838)	(5,341)
Health- Admin	85,497	81,426	89,450	88,942	$ 4,071	(3,953)
Health - Union	63,118	61,880	65,109	55,370	$ 1,238	(1,991)
Pension - Admin	18,129	17,774	15,904	17,161	$ 355	2,225
Pension - Union	70,585	72,142	65,872	67,011	$ (1,557)	4,712
Training Expense	5,000	-	5,000	-	$ 5,000	0
TOTAL EMPLOYEE BENEFITS	537,665	540,332	553,762	506,148	(2,667)	(16,097)
TOTAL PERSONNEL EXPENSES	2,343,674	2,428,615	2,402,469	2,310,831	(84,942)	(58,795)
PROFESSIONAL FEES						
Legal	11,578	15,273	8,540	16,911	$ (3,695)	3,038
Audit	24,500	24,000	27,500	22,000	$ 500	(3,000)
Data Processing	72,494	73,944	75,940	80,698	$ (1,450)	(3,446)
Other Professional Fees	19,196	19,580	35,910	33,692	$ (384)	(16,714)
Shared Services - BNCVB	-	-	-	-	$ -	0
TOTAL PROFESSIONAL FEES	127,769	132,797	147,890	153,301	(5,028)	(20,121)
SUPPLIES\SMALL TOOLS						
Administrative	7,520	8,078	14,440	18,711	$ (558)	(6,921)
Maintenance	94,565	99,516	95,618	92,340	$ (4,951)	(1,053)
Engineering	44,165	46,068	41,174	39,200	$ (1,903)	2,991
Electrical	12,347	18,714	23,529	19,100	$ (6,367)	(11,182)
Food & Beverage	94,383	133,280	105,000	137,599	$ (38,897)	(10,617)
TOTAL SUPPLIES	252,979	305,656	279,761	306,950	(52,677)	(26,782)
COMMUNICATION EXPENSES						
Telephone	13,709	16,179	14,220	18,294	$ (2,471)	(511)
Internet & Website	66,268	58,350	58,689	64,239	$ 7,918	7,578

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	Proposed Budget 2020	Projected 2019	Budget 2019	Actual 2018		Variance 2019 Projected v. 2020 Budget	Variance 2019 Budget v. 2020 Budget
Postage & Freight	2,069	2,110	1,934	2,093	$	(41)	135
TOTAL COMMUNICATION EXPENSES	82,045	76,639	74,843	84,626		5,405	7,202
OCCUPANCY EXPENSES							
Utilities - Gas	81,352	85,779	76,962	84,097	$	(4,427)	4,391
Utilities - Electric	253,750	269,660	301,385	287,835	$	(15,910)	(47,635)
Utilities - Water	28,776	28,212	28,911	29,103	$	564	(135)
Admin Insurance	110,937	95,178	102,865	94,938	$	15,759	8,072
Contractual Maintenance	41,330	40,520	37,561	39,394	$	810	3,769
Emergency Medical Technicians	9,461	10,256	12,475	11,186	$	(795)	(3,014)
Security & Police	90,238	96,312	64,798	98,448	$	(6,074)	25,441
Building Repairs	4,770	4,676	32,254	9,196	$	94	(27,485)
Licenses & fees	9,258	9,076	14,610	8,657	$	182	(5,352)
Other Occupancy	36,336	49,712	36,336	37,905	$	(13,375)	0
TOTAL OCCUPANCY	666,208	689,380	708,157	700,759		(23,172)	(41,949)
EQUIPMENT RENTAL/ REPAIRS & MAINT							
Equipment - Rentals	18,861	19,804	16,851	20,611	$	(943)	2,009
Admin - Repairs & Maintenance	2,347	2,464	3,017	1,761	$	(117)	(670)
Maintenance - Repairs & Maintenance	729	744	930	2,150	$	(15)	(200)
Engineering - Repairs & Maintenance	92,057	95,938	82,000	102,214	$	(3,881)	10,057
TOTAL EQUIP RENTAL/ REPAIRS & MAINT	113,994	118,950	102,798	126,736		(4,956)	11,196
TRAVEL & ENTERTAINMENT							
Local Meetings & Travel	789	774	496	358	$	15	293
Client Promotions & Entertainment	3,662	3,590	3,189	3,519	$	72	473
Trade Shows	27,740	27,196	28,885	21,174	$	544	(1,145)
TOTAL TRAVEL & ENTERTAINMENT	32,191	31,560	32,570	25,051		631	(379)
ADVERTISING & PROMOTIONS							
Advertising	28,693	28,130	23,970	21,184	$	563	4,723

Buffalo Niagara Convention Center Management Corporation
2020 Operating Budget

	Proposed Budget 2020	Projected 2019	Budget 2019	Actual 2018	Variance 2019 Projected v. 2020 Budget	Variance 2019 Budget v. 2020 Budget
Promotional Materials	-	-	-	-	$ -	0
Other promotional	75,773	82,881	73,904	105,314	$ (7,108)	1,869
TOTAL ADVERTISING & PROMOTIONS	104,466	111,011	97,874	126,498	(6,545)	6,592
OTHER EXPENSES						
Uniforms	9,837	10,134	9,292	10,984	$ (297)	544
Dues & Subscriptions	1,957	1,996	9,836	5,442	$ (39)	(7,880)
Bank Fees/Interest	31,701	33,354	31,373	25,245	$ (1,653)	329
Bad Debts	3,000	3,000	3,000	4,452	$ -	0
Miscellaneous / Depreciation	2,100	2,104	118	2,917	$ (4)	1,982
TOTAL OTHER EXPENSES	48,595	50,588	53,619	49,040	(1,993)	(5,024)
CAPITAL EQUIPMENT PURCHASES	-	130,597	-	64,344	$ (130,597)	0
TOTAL OPERATING EXPENSES	$ 5,678,636	$ 6,196,814	$ 6,063,971	$ 6,506,144	(518,178)	$ (385,336)
INCREASE (DECREASE) IN OPERATING NET ASSETS	0	(394,989)	0	$ 181,644	$ 394,989	(0)
FUNDS ENCUMBERED TO COVER OPERATING DEFICIT		-		-	0	
NET INCREASE (DECREASE) IN OPERATING NET ASSETS	$ 0	$ (394,989)	$ 0	$ 181,644	$ 394,989	$ (0)

BUFFALO NIAGARA CONVENTION CENTER

BUSINESS PLAN 2020

APPROVED BY THE BOARD OF DIRECTORS ON NOVEMBER 6, 2019

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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

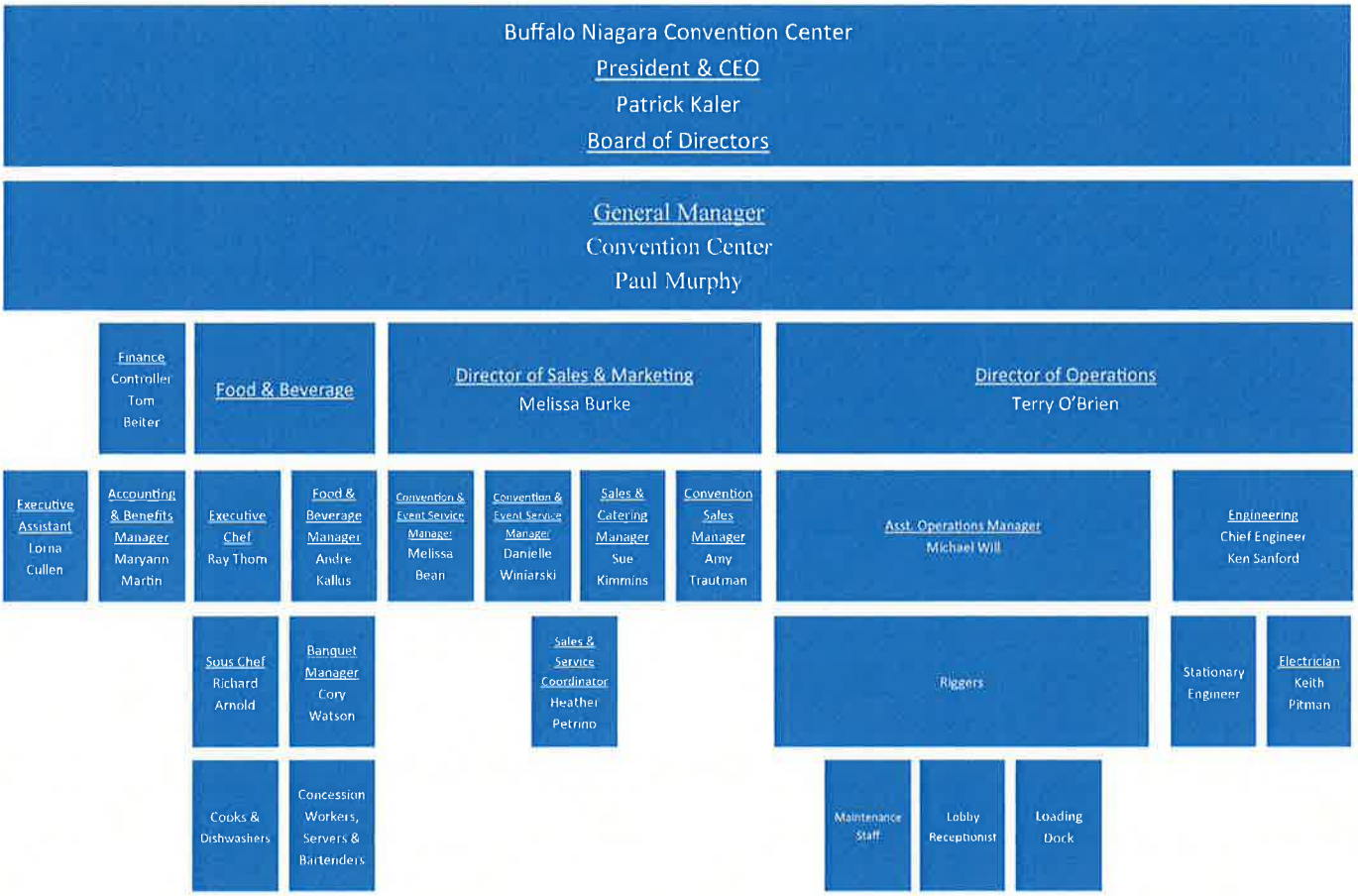
In 2020 we are forecasting total revenues of $3,786,085, a decrease of 4.32% to projected 2019 year end revenues. 41.9% of the total earned revenues will come from the convention market segment. That activity at the BNCC will produce an estimated 25,500 hotel room nights utilized by attendees at Convention Center events resulting in an estimated economic impact of over $30 million dollars to the local economy.

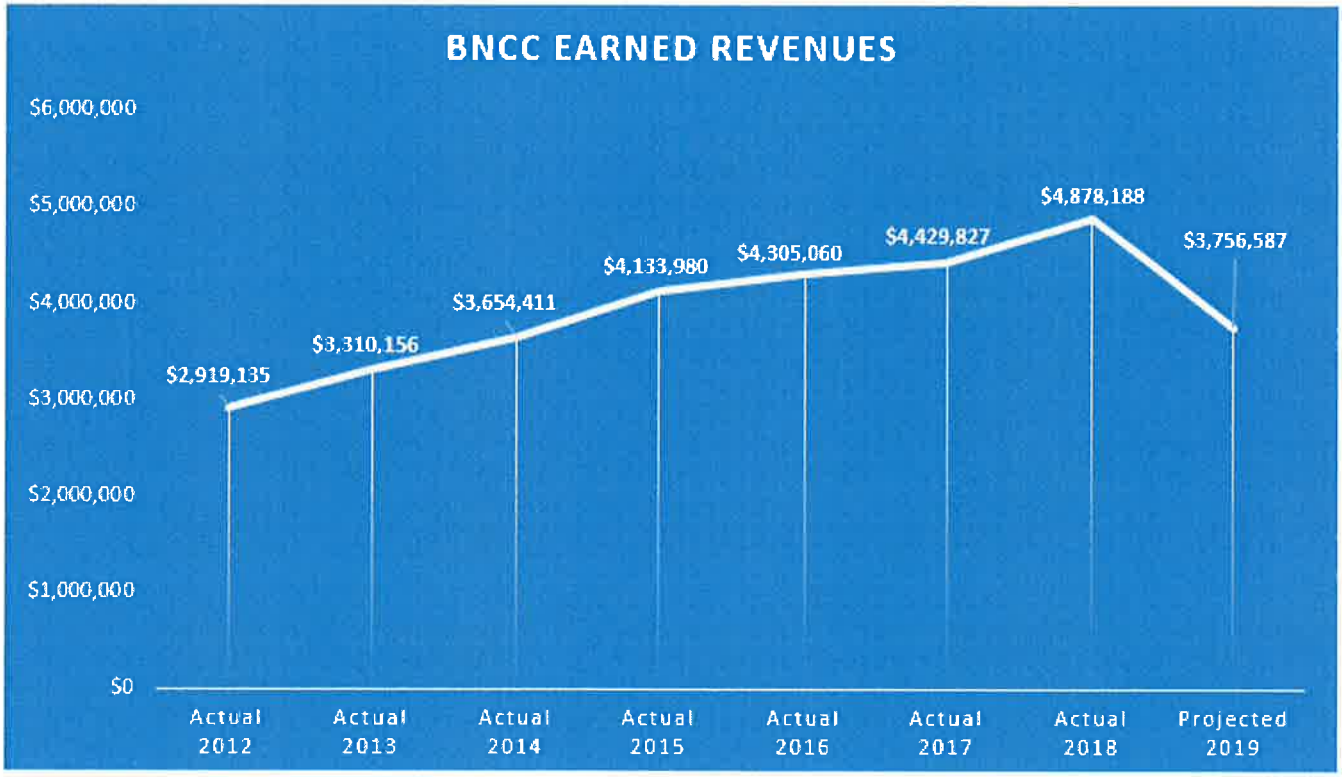
The 2020 forecasted earned revenues represent an aggressive target for the Convention Center Sales & Service team. We are seeing a continued reduction in estimated earned revenue due to increased competition, challenges with date availability during demand periods and sustained flat market. The sales staff works strategically to maximize the dates and available space to ensure the greatest benefit to our hotel partners and the County of Erie while satisfying customer demand. The BNCC continues to be fortunate to have a large number of annual repeat customers in all market segments representing a significant portion of our annual revenues, this increased demand makes scheduling preferred date periods challenging. Competition continues to mount regionally and nationally as we are seeing new or newly renovated and expanded convention centers compete for the same business offering a new modern and technologically advanced product. Locally, conversation about the potential of a new convention center has clients taking pause as they await a decision on the future of the project. The Sales team has implemented new aggressive sales strategies to help combat these challenges.

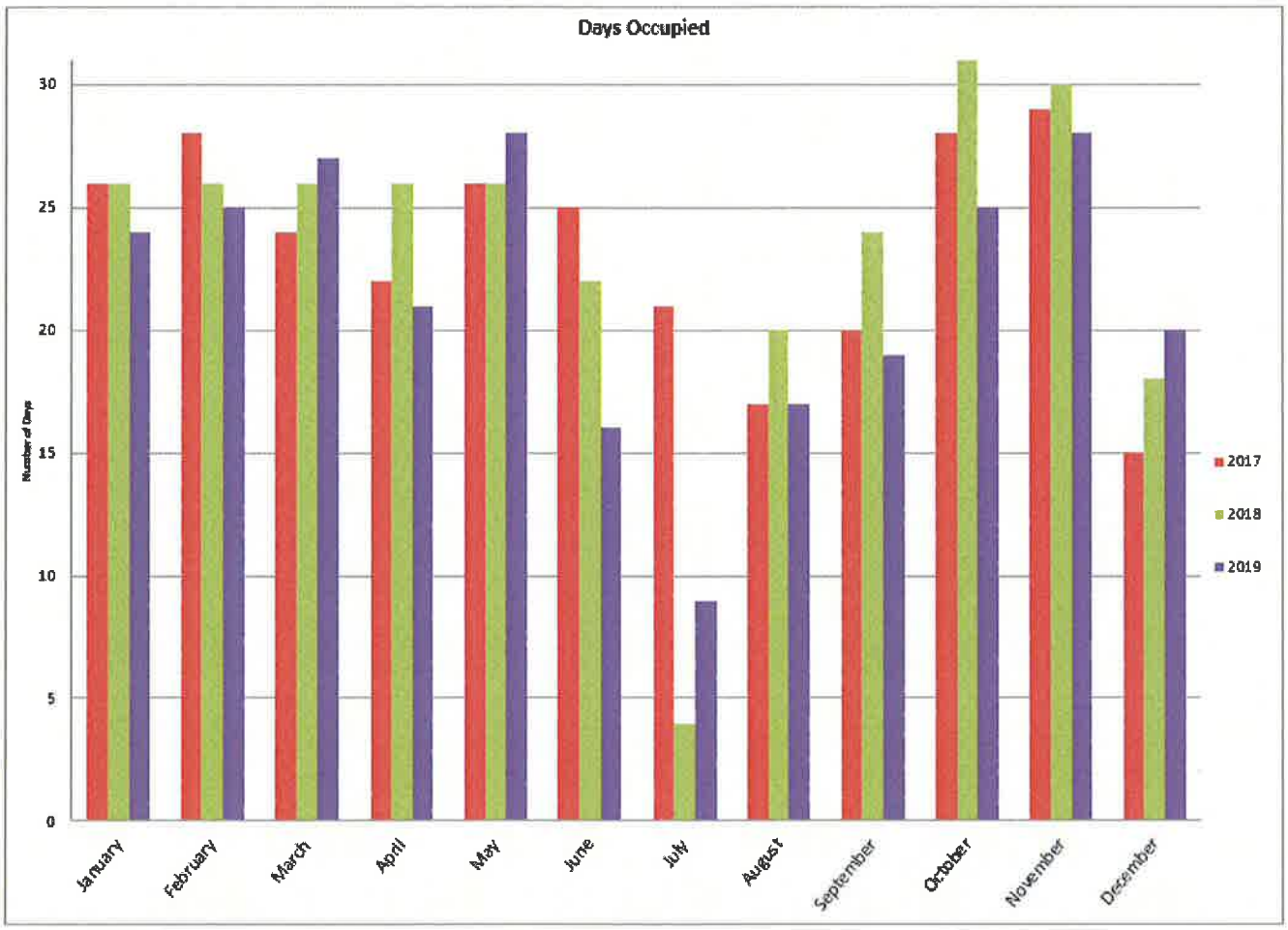
The County of Erie has supported the BNCC operations through investment in capital improvements at the facility. In 2019 a total of $500,000 was budgeted for upgrades and capital projects at the Convention Center. We will continue to work closely with Erie County Department of Public Works to address priority needs for the facility that will include partnering with the City of Buffalo on the Betterment Project for Court and Franklin Streets. We will consider options to update/renovate the main lobby and fine tune the future plans to update the Ballroom ceiling, lighting and sound system utilizing the capital funds available.

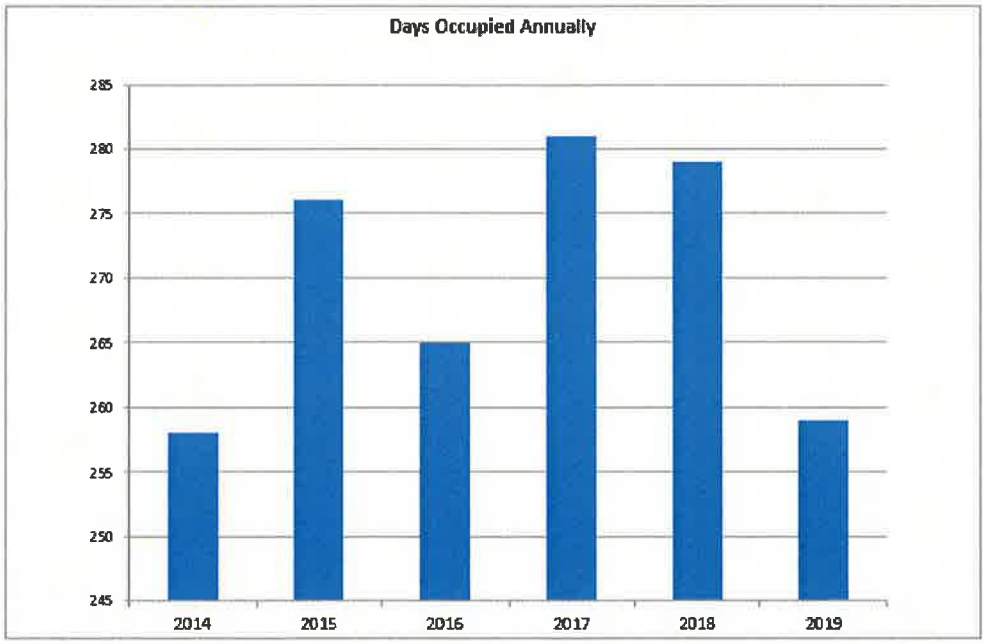
The BNCC continues to receive consistently high marks from our customers in our post event surveys and we enjoy a long tenured professional staff in many areas of the operation. Our excellent customer service and strong food and beverage is key to achieving these high scores.

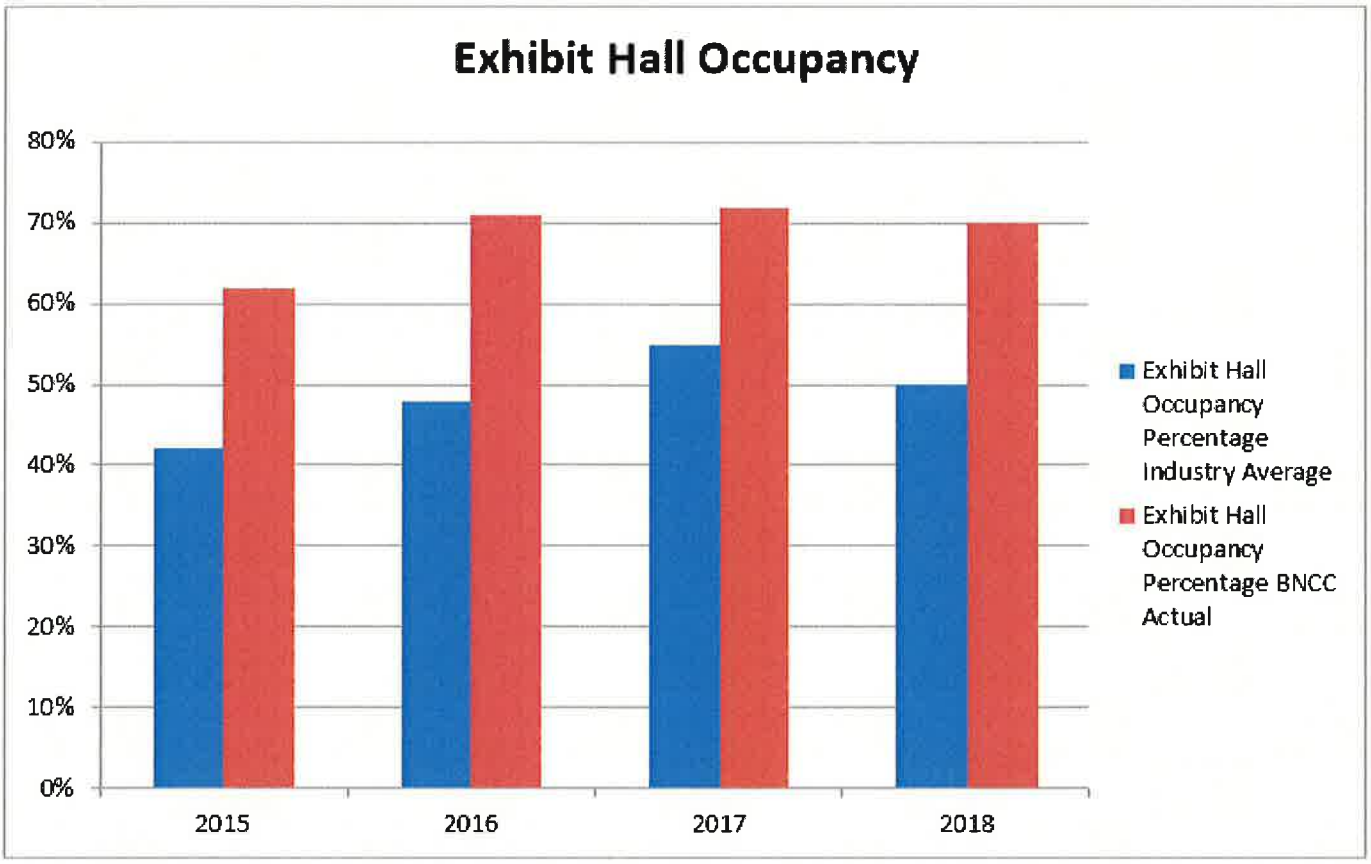
Buffalo Niagara Convention Center Organizational Chart




BNCC EARNED REVENUES
$6,000,000
$5,000,000
$4,000,000
$3,000,000
$2,000,000
$1,000,000
$0
$2,919,135
$3,310,156
$3,654,411
$4,133,980
$4,305,060
$4,429,827
$4,878,188
$3,756,587
Actual 2012
Actual 2013
Actual 2014
Actual 2015
Actual 2016
Actual 2017
Actual 2018
Projected 2019


Days Occupied
Number of Days
0
5
10
15
20
25
30
January
February
March
April
May
June
July
August
September
October
November
December
2017
2018
2019


Days Occupied Annually
245
250
255
260
265
270
275
280
285
2014
2015
2016
2017
2018
2019



"Practical" maximum exhibit hall occupancy rate is approximately 70 percent and the "efficient" range is considered to be approximately 50 to 60 percent. Occupancy levels less than 50 percent suggests the existence of marketable opportunities or open dates, while an occupancy rate above 60 percent increases the potential for lost business or "turn-aways".

Source: PWC/IAVM Convention Center Report

CONVENTION SALES OBJECTIVES:

Increase convention business through aggressive sales efforts with a sharper focus on short term business.

Generate leads and opportunities to host new conventions that are more compatible with our facility and destination.

Identify and solicit new customers who have the potential to fill need periods.

Work closely with VBN and key hotel partners to solicit larger convention center pieces of business.

Enhance awareness of Buffalo Niagara as a viable convention option by focusing on new key feeder markets (Great Lakes and Mid West) through increased sales efforts.

Maintain close relationships with current clients to retain their business as discussions continue on BNCC's future.

Strategies:

- Focus on emerging market segments such as Health & Medical, Religious and Trade Associations within specific geographic areas.
- Attend major industry events on a regional and national level to remain top of mind among decision makers.
- Launch e-market campaign to distribute an aggressive Buffalo promotion coordinated with VBN and hotel partners with push to book short term business.
- Develop marketing strategy based on county recommendation for a new or newly renovated convention center.
- Investigate best practices of other peer cities that have gone through similar transition of a new or newly renovated convention center.
- Build a database with business potential that would fit with the new structural plan.
- Conduct sales missions to Albany, Washington DC and other feeder markets when appropriate or in conjunction with industry events.
- Participate with VBN and hotels in hosted client events, trade shows and other fair share opportunities.
- Schedule regular meetings with downtown hotels to uncover new opportunities, review current trends and strategize for the future.
- Participate with VBN in client FAM in June and the fall.
- Support VBN and the Bring It Home Initiative to identify more locals to bring conventions to Buffalo with a focus on the medical campus, local colleges, universities and corporations.
- Continue to work with the Hyatt to identify and strategize ways to attract new business and fill need periods.
- Review lost business and develop a strategic approach to resolicit for future.
- Conduct site visits that are customized to each individual group creating a memorable experience.
- Participate in biannual phone blitzes with the hospitality partners.
- Create other custom reports or purchase tools to assist in providing the best resources to assist in the sales evaluation process.
- Continue partnership with VBN on the Customer Advisory Council continuing dialogue and assisting with strategic meeting management planning.

Convention Sales Strategies (Continued):

- Continue to persuade clients to consider alternate dates and meeting patterns during peak times to maximize occupancy.
- Attend VBN meetings to review opportunities, need periods and discuss sales strategies.
- Discuss rebooking opportunities with clients while on site.
- As appropriate, use BNCC staff to help ensure customer confidence, set us apart from competition and secure future business.
- Meet with local union representatives to uncover union business opportunities.
- Host chef's table with local customers to enhance relationship and provide experiential events.
- Maintain daily sales activities including sales calls, telemarketing, e-mail correspondence and prospecting.
- Identify new industry events and trade shows to consider attending.
- Continue to promote the BNCC incentive package through targeted e-mail and solicitation efforts.
- Partner with VBN on collaborative advertising placement consistent with target sales markets.
- Elevate BNCC online presence as a resource to meeting planners, to be more interactive and a greater selling tool to local and out of market prospects.
- Participate in webinars or online educational opportunities to increase social media effectiveness.

Convention Success Measures:

Achieve $1,511,388 in convention revenues for 2020 which accounts for 41.9% of our total revenues.

The Senior Director of Sales and Marketing and the Convention Sales Manager are responsible for a team goal of $1,500,000 in convention bookings for future years.

Conduct a minimum of 15 weekly solicitation calls for the Director of Sales and 25 weekly solicitation calls for the Convention Sales Manager.

Attend a minimum of 12 trade shows and industry events.

Conduct sales missions to feeder markets.

Conduct 30 site inspections throughout the year.

BANQUETS AND MEETINGS

Revise the booking window policy to allow for maximizing sales during off-peak times.

Identify and book events that will fill need periods within the 12-18 month booking window.

Strategies:

- Identify key dates that need to be filled and create a client list based on past bookings during this period for solicitation.
- Use the 18 month booking window for the time period mid-June thru August in order to increase wedding bookings during this need period.
- Increase weekly solicitation efforts to uncover new opportunities.
- Create short term meeting incentive to increase bookings in the year.
- Review lost business reports to identify future opportunities.
- Partner with BNCC Banquet Manager to coordinate local solicitation efforts.
- Establish relationships with vendors, third party providers and others for referral opportunities.
- Identify and solicit events that are large and space intensive that would require using the BNCC.
- Maintain prompt follow up of inquiries to ensure a timely client response.
- Update wedding package in preparation for Brides World. Offer special incentive for booking within the year for the few dates we have available.
- Investigate opportunities to participate in local employee benefits days or marketplaces to introduce the BNCC to their employees.
- Upsell food and beverage and other ancillary services and new menu offerings.
- Increase the number of tours and taste tests with potential clients with the goal of converting to definite bookings.
- Maintain timely follow up on client referrals and leads thru client surveys.
- Use in-house digital monitors as a way to cross sell to other markets during conventions.
- Increase the use of social media to introduce/reinforce that we do more than meetings and conventions.
- Host chef's table with local customers to enhance relationship and provide experiential events.
- Explore and join wedding membership sites for additional exposure.
- Participate in/attend identified wedding shows and local market opportunities.
- Review and update client referral program offering new incentives for new bookings.
- Create holiday promotion to market to potential clients in order to fill available dates in December.
- Utilize the BNCC Marquee to advertise offerings.
- Investigate advertising locally such as Billboards or radio spots to attract new customers.

Banquets and Meetings Success Measures:

Achieve $1,319,347 in banquet sales revenue for 2020 which accounts for 36.5% of our total revenues.

The Catering Sales Manager and Sales & Service Coordinator have a goal of $1,125,000 in banquet and meetings bookings for 2020 and future years.

Conduct a minimum of 10 weekly solicitations calls each for the Catering Sales Manager and Sales & Service Coordinator.

Join one bridal association and exhibit in a minimum of one bridal show.

Conduct 75 client tours and taste tests throughout the year.

Rebook 75% of all events.

CONSUMER AND PUBLIC EVENTS

Secure public and consumer shows that will fill need periods within the 18 month booking window.

Strategies:

- Provide clients with future dates at conclusion of yearly event, issue contracts for future year with the goal of receiving signed contract within 60 days following the event.
- Identify and research shows that we are not currently hosting in our area and pursue for future.
- Increase solicitation efforts to uncover new opportunities and generate more revenue in this market.
- Attend other local public shows and events to research potential new shows.
- Sharper focus on key show producers that host events during summer months/shoulder periods at facilities similar in size.
- Utilize client references and referrals to identify new business.
- Solicit shows listed on event calendars of comparable venues.
- Create a marketing piece to introduce the BNCC to prospective clients.
- Update and implement hot dates promotion to fill shoulder periods.
- Continue to upsell and capture additional revenues from electric, phone, internet services, equipment rentals, exhibitor packages and food and beverage.
- Research ancillary service charges at comparable venues in order to drive additional revenue.

Consumer and Public Events Success Measures:

Achieve $780,350 in consumer and public shows which accounts for 21.6% of our total revenues.

Each Convention and Event Service Manager has a goal to book $35,000 in new business.

Conduct a minimum of 5 weekly solicitation calls to new prospects and 5 past customers per Convention and Event Manager.

Rebook 75% of annual events.

CONVENTION AND EVENT SERVICES

Exceed client expectations by providing exceptional service to ensure a successful event and future booking opportunities.

Act as a liaison between the client and vendors to provide the most efficient and accurate follow up before, during and after the event.

Strategies:

- Provide clients with a complete listing of all services offered by the BNCC during the turnover process that includes helpful event timeline.
- Create customer sendoff experience to thank them for their business and ask for future booking opportunities.
- Attend industry meetings to stay current on services and issues that are relevant and share with customers during the planning process.
- Continue to utilize customer profiles to enhance clients' overall experience.
- Capture customer testimonials using video and written recommendations when customers share positive feedback.
- Promote events and provide most current information thru social media outreach.
- Coordinate pre/post-convention meetings with clients and hospitality partners to review events.
- Use the client satisfactory survey to measure success of the event and determine areas of improvement for the future.
- Join ESPA – Event Services Professionals to network with peers and to keep current on industry trends.
- Participate in webinars, industry meetings and other educational opportunities to keep current on the latest trends and innovative services to offer client.
- Continue to provide timely, pertinent group information to partners to ensure event readiness and exceptional guest experience.
- Maintain and further develop strong relationships with key government city and county partners to ensure ancillary services are provided as needed for events throughout the year.
- Meet quarterly with VBN and Hyatt service staff to review upcoming groups and discuss ways to heighten the customer experience.
- Attend regular Buffalo Place Security meetings to share information on upcoming events and learn about developments that could impact upcoming groups.
- Create employee recognition program to thank and recognize employees for excellent customer service.

Convention And Event Services Success Measures:

Achieve guest satisfaction survey index of 4.6 with a customer survey return rate of 50%.

ADMINISTRATIVE GOALS FOR FISCAL YEAR 2020

Provide managerial guidance to BNCC personnel that ensures operational efficiencies and fulfillment of the corporate mission and County of Erie contractual agreement.

- Enlist the services of a local third party to help grow on-line social media presence on a regular basis.
- Complete work on new website to make more interactive while providing additional selling tools to our market prospects.
- General Manager to make personal calls to our top vendors asking for an opportunity to host their events.
- Identify consultant and complete five year strategic facility plan upon the completion of the convention center study.
- Reestablish Convention Center Committee of the Board of Directors.
- Manage financial resources in accordance with the organizational by-laws.
- Work with the County of Erie, Department of Environment & Planning, Steering Committee and convention center consulting team to complete next steps and required follow up with the 2nd phase study on a new or expanded convention center.
- Continue to engage and communicate with the CAC group and key customers re the progress of the convention center study process and obtain feedback.
- Update facility safety and security policies and partner with the VBN and IAVM to host a large scale safety/ security training program for the destination that results in a certification for the BNCC and area partners.
- Support VBN efforts in Bring It Home program.
- Work with the County of Erie, Department of Public Works to identify priority capital improvement projects.
- Commit to group membership for IAVM and encourage staff involvement on all levels.

Buffalo Niagara Convention Center Measurable Performance Objectives

Revenues	Revenues		
	Actual	Projected	Budget
Revenue Type	**2018**	**2019**	**2020**
Food and Beverage	$3,664,961	$2,790,815	$2,657,120
Rentals	$830,579	$807,100	$787,866
Electric	$190,740	$181,648	$165,099
Other	$191,941	$177,506	$176,000
Total	$4,878,221	$3,957,069	$3,786,085

	Food & Beverage		
	Actual	Projected	Budget
F&B Performance	**2018**	**2019**	**2020**
Net Revenue ($)	$1,106,953	$669,796	$741,250
Net Revenue (%)	30.2	24.0	27.9

Buffalo Niagara Convention Center Measurable Performance Objectives

Mix of Business

	Actual %	Projected %	Budget %
Market Segment	**2018**	**2019**	**2020**
Meetings / Banquets	32.9	41.5	36.5
Conventions	51.6	39.9	41.9
Consumer / Public	16.5	18.6	21.6

Event Information

	Actual	Projected	Budget
Events & Attendance	**2018**	**2019**	**2020**
Total # of Events	140	136	135
Total Event Attendance	271,674	254,352	250,000
Total Est. Room Nights	30,525	27,000	25,500
Total # of days occupied	279	259	255

Guest Satisfaction

Guest Satisfaction	Actual	Projected	Goal
Survey Index Based	**2018**	**2019**	**2020**
upon Customer Survey	4.7	4.6	4.6
Response			
(5=Excellent, 1=Poor)			

Trade Show / Event Participation

Trade Show / Event	January	February	March	April	May	June	July	August	September	October	November	December
Bridesworld												
MPI-Mid America Event												
NYSE Meet NY Trade Show												
ESSAE Annual Meeting												
Global Meetings Industry Day												
ESSAE TripleM												
Potomac MPI Derby Days												
ESSAE Annual Conference												
Fraternal Executive Association												
MPI—World Education Congress												
VBN FAM												
PCMA EduCon												
International Association of Venue Managers												
Reston / Herndon Meeting Planners Summer Camp												
ASAE 100th Annual Conference												
PMPI Summer Sizzle												
Experient Office Presentation												
Potomac MPI/PCMA Joint Event												
Customer Advisory Council												
Connect Faith												
ESSAE Harvest Highlight												
Nursing Organization Alliance												
Buffalo Fall FAM												
ESSAE Holiday Party												
Holiday Showcase												
International Association of Exhibitors and Events												
Sales Calls in Feeder & Specialty-Markets												

***Pending cost and travel schedule**

Professional Memberships

Professional Convention Management Association

Meeting Professionals International

Buffalo Niagara Event Professionals

Working for Downtown

Empire State Society of Association Executives

International Association of Venue Manager

Buffalo Niagara Partnership

Sales Department Convention Market Breakdown

Melissa Burke

New York State Market

Corporate

Labor Unions

Legal/Government/Public Administration

Military/Veterans

Trade/Business/Commercial

Amy Trautman

Agricultural Commodities

Athletics/Sports/Dance

Cultural

Educational

Ethnic Minority

Fraternal

Health/Medical

Hobby/Avocational

Multi Level Marketing

Preservation

Public Affairs

Religious

Scientific/Engineering/Tech

Sustainable Energy

Travel/Tourism

BUFFALO NIAGARA CONVENTION CENTER

2019 First Quarter Report

BUFFALO NIAGARA CONVENTION CENTER			
Q1 Revenue	**Goal**	**Actual**	**Variance**
Rent Revenue	$347,285	$348,107	+0.2%
F&B Revenue	$830,033	$774,289	-6.7%
Electrical Service	$80,102	$74,472	-7.0%
Other Revenue	$48,499	$54,940	+13.3%
TOTAL REVENUE	**$1,305,919**	**$1,251,808**	**-4.1%**
YTD Revenue	**2019**	**2018**	**Variance**
Rent Revenue	$348,107	$335,202	+3.8%
F&B Revenue	$774,289	$811,805	-4.6%
Electrical Service	$74,472	$72,438	+2.8%
Other Revenue	$54,940	$52,625	+4.4%
TOTAL REVENUE	**$1,251,808**	**$1,272,070**	**-1.6%**
Q1/YTD Events	**2019**	**2018**	**Variance**
Number of Events	30	32	-6.3%
Attendance	141,061	149,208	-5.5%
F&B Profit Margin	26.9	29.1	-7.6%
Guest Satisfaction Survey	4.89	4.83	1.2%

Comments Q1

Total revenues were down slightly to budget in the first quarter by (-$54k) or (-4.1%). The main reason for the decrease in revenues is a matter of timing as the CWA dinner originally scheduled for January 2019 was moved to June 2019.

Rental revenues were flat to budget in the first quarter.

Food and beverage revenues were down by (-$56k) due to the CWA dinner.

Electrical revenues were down to budget by ($-6k) or (-7.0%) due to decreased attendance for the New York State Bar Exam.

Other revenues were up to budget by $7k due largely as a result of an increase in rigging charges.

Q1 Major Events Hosted

Month	Event Name	Number of Attendees
Jan	Town Square Media – 2019 Buffalo on Tap	6,200
Jan	Tuxedo Junction –2019 Bridesworld	3,100
Jan	Cheersport – 2019 Cheerleading Competition	3,089
Jan	Ingram Micro – 2019 USSK	1,300
Feb	Niagara Frontier Automobile Dealers Association – 2019 Auto Show	45,000
Feb	Buffalo Soupfest – 2019 Buffalo Soupfest	6,000
Feb	Moog Inc. – 2019 Mid Winter Bash	3,271
Feb	City of Buffalo, Office of the Mayor - 2019 State of the City Address	1,825
Feb	New York State Board of Law Examiners – February 2019 Bar Exam	1,665
Feb	Roman Catholic Diocese of Buffalo – 2019 Gala	640

March	Marketplace Events – 2019 Buffalo Home Show	42,000
March	Buffalo Motorama – 2019 Buffalo Motorama	10,400
March	National Association of College Fairs – 2019 NACAC College Fair	7,000
March	Varsity Brands – 2019 American Championship	4,700
March	NYC Dance Alliance – 2019 Annual Convention	2,562

Q1 Major Events Booked		
Year	**Event Name**	**Expected Revenue**
2019	Delaware North F&B Summit	$132,500
2019	Roswell Park Alliance Foundation – All Star Gala	$81,200
2019	Stampede Global – Vendor Summit	$54,500
2019	Greater Buffalo Sports Hall of Fame - Dinner	$45,000
2019	CWA 1133 – 25th Anniversary Dinner	$45,000
2019	M&T - Officer's Meeting	$36,500
2019	Independent Health Foundation, Inc. – First Night Buffalo	$27,014
2020	IRMMW-THz Society – 2020 International Conference	$100,500
2020	National Association of College Fairs – NACAC College Fair	$17,000

Q1 Notable Sales Activities	
Date	**Program**
Jan	Exhibited at Bridesworld
Jan	Attended Emerge with VBN - Greensboro
Jan	BNCC/VBN/Hyatt Convention Services Meeting
Jan	Capitol Hill Management Services Inc. – Site Inspection
Jan	Contemporary Ceramic Studios Association Board of Directors – Site Inspection
Feb	Hosted breakfast and participated in VBN Winter FAM
Feb	Attended ESSAE Annual Awards Dinner - Albany
Feb	Albany Sales Calls with Hyatt Regency
March	Participated in Tourism Action Day with VBN - Albany
March	Attended Business First Excellence in Healthcare Awards
March	Attended VBN DOS Meeting
March	Buffalo Medical/Cannabis Convention – Site Inspection
March	Sigma Xi – Site Inspection

BUFFALO NIAGARA CONVENTION CENTER

2019 Second Quarter Report

BUFFALO NIAGARA CONVENTION CENTER			
Q2 Revenue	**Goal**	**Actual**	**Variance**
Rent Revenue	$174,282	$162,760	-6.6%
F&B Revenue	$909,000	$879,392	-3.3%
Electrical Service	$15,850	$27,681	+74.6%
Other Revenue	$47,499	$29,457	-38.0%
TOTAL REVENUE	**$1,146,631**	**$1,099,290**	**-4.1%**
YTD Revenue	**2019**	**2018**	**Variance**
Rent Revenue	$510,866	$493,465	+3.5%
F&B Revenue	$1,654,703	$1,950,988	-15.2%
Electrical Service	$102,153	$96,734	+5.6%
Other Revenue	$82,866	$108,877	-23.9%
TOTAL REVENUE	**$2,350,588**	**$2,650,064**	**-11.3%**
Q2/YTD Events	**2019**	**2018**	**Variance**
Number of Events	73	76	-3.9%
Attendance	188,388	200,406	-6.0%
F&B Profit Margin	24.0%	29.7%	-19.2
Guest Satisfaction Survey	4.82	4.76	1.3%

Comments Q2

Total revenues were down to budget in the second quarter of 2019 by $47k or 4.1%.
The shortfall in food & beverage and rental revenues was attributed to the lack of business booked in the year for the year.
Electrical revenues were up by $12k as a result of NA Rinks ($5k over budget) and Nickel City Con ($4k over budget)
Other revenues were down by $18k to budget because of fewer pass-through charges.

Q2 Major Events Hosted

Month	Event Name	Number of Attendees
April	Buffalo Wine Festival	2,500
April	Insurance Club of Buffalo – Buffalo I-Day	1,331
April	Break the Floor Productions – NUVO Dance Convention	1,237
April	NEC/AAAE 2019 International Aviation Snow Symposium	916
April	Junior Achievement –JA Career Fest	750
April	Business First of Buffalo – Best Places to Work	635
April	St. Joseph's Collegiate Institute - Lasallian Dinner	605
May	Dave & Adam's Card World – Nickel City Con	11,500
May	Buffalo – Erie Marathon Association, Inc. – Runners Expo & Post Race Party	7,500
May	M&T Bank – M&T Officer's Meeting	2,150
May	ECMC Foundation Springfest Gala	1,900
May	Break the Floor Productions – Jump Dance Convention	1,032
May	Serving the American Rinks - North American Conference & Expo	677

June	Department of Human Resources – Civil Service Police Exam	2,200
June	Alpha Kappa Alpha Dinner	937
June	Lancaster Junior/Senior Prom	830
June	Buffalo Niagara Partnership ATHENA Awards Luncheon	610
June	Erie County Department of Social Services – Staff Conference	475

Q2 Major Events Booked		
Year	**Event Name**	**Expected Revenue**
2019	SABAH-Starlight Night Auction & Gala	$19,000
2020	Ingram Micro – USSK 2020	$255,700
2020	Society of Women Engineers – 2020 WE Local Conference	$73,300
2020	Varsity Brands – 2020 American Championships	$49,300
2020	Motorama – 2020 Buffalo Motorama	$48,000
2020	Buffalo State College WNY Career Center – 2020 Teacher Recruitment	$25,480
2020	Lancaster High School – 2020 Junior/Senior Prom	$23,000
2022	In-Plant Printing and Mailing Association – 2022 Educational Conference & Expo	$110,000

Q2 Notable Sales Activities	
Date	**Program**
April	Attended Business First Power Up Networking Event
April	Attended MPI Annual Gala and Meeting - Albany
April	Attended ESSAE Triple M Conference – Albany
April	Sales calls with VBN - Albany
April	Site inspection with HighEdWeb Association for 2021
May	Attended Buffalo Niagara Partnership HobNob Event
May	Attended IAVM Senior Executive Symposium - Ithaca
May	Attended Fraternal Executives Association with VBN - Las Vegas
May	Attended VBN DOS Q2 Sales Meeting
May	Site Inspection with American Physical Society
June	Attended ESSAE Trade Show with VBN & Hotel Partners - Albany
June	Attended MPI World Education Conference - Toronto
June	Hosted Breakfast and Marketplace and participated in the VBN FAM
June	Participated in Business First of Buffalo – Buffalo Blaze Event
June	Site with In-Plant Printing and Mailing Association for 2022
June	Site with Northeast Association of College and University Housing Officers for 2020
June	Site with CivicPlus for 2020
June	Site with American Society for State & Local History for 2022

BUFFALO NIAGARA CONVENTION CENTER

2019 Third Quarter Report

BUFFALO NIAGARA CONVENTION CENTER			
Q3 Revenue	**Goal**	**Actual**	**Variance**
Rent Revenue	$115,920	$104,127	-10.2%
F&B Revenue	$467,100	$283,137	-39.4%
Electrical Service	$38,300	$43,238	+12.9%
Other Revenue	$47,500	$17,027	-64.2%
TOTAL REVENUE	**$668,820**	**$447,529**	**-33.1%**
YTD Revenue	**2019**	**2018**	**Variance**
Rent Revenue	$614,993	$642,365	-4.3%
F&B Revenue	$1,937,840	$2,434,081	-20.4%
Electrical Service	$145,391	$143,922	+1.0%
Other Revenue	$99,892	$154,535	-35.4%
TOTAL REVENUE	**$2,798,116**	**$3,374,903**	**-17.1%**
Q3/YTD Events	**2019**	**2018**	**Variance**
Number of Events	96	95	+1.1%
Attendance	202,493	219,719	-7.8%
F&B Profit Margin	24.0%	27.9%	-14.0%
Guest Satisfaction Survey	4.82	4.75	+1.5%

Comments Q3

Total revenues were down to budget in the third quarter of 2019 by $221k or (-33.1%). Convention business is currently projecting to end 2019 down to budget by (-$245k) or (-16%).
The decrease in room rentals of (-$12k) came about as a result of the cancellation of 2 annual public events.
The decrease in food and beverage revenues came from the Kaleida Ball, Buffalo Comicon and the National Walking Summit, which all chose different venues for their events.
Electric revenues were up to budget by $5k because of increased attendance at the July Bar Exam.
Other revenues are down as a result on the lack of pass-through revenues derived from convention business.
Food and Beverage profit is down to prior year by (-14.0%) largely as a result of the downturn in convention business which has proven historically to yield higher profit margins.

Q3 Major Events Hosted

Month	Event Name	Number of Attendees
July	NYS Board of Law Examiners – 2019 July Exam	3,100
July	TRG Orlando – Marine Corp Reservist Resource Fair	400
August	City of Buffalo – Mayor Byron W. Brown's 2019 Reading Rules Summer Challenge	1,830
August	Ty Nsekhe Organization – Back to School Fair	1,400
August	University at Buffalo Dental School – UB Dental White Coat Ceremony	475
August	M.W. Hiram Grand Lodge Ancient Free and Accepted Masons – 2019 General Congress	280
September	Ellicott District – 2019 Senior Ball	979
September	M&T Bank – M&T Technology Town Hall Meeting	750
September	Town Square Media – 2019 Diversity Job Fair	750

September	Erie County Tax Foreclosure Sale	700
September	National Rural Electric Cooperative Association – Regional 1 & 4 Meeting	639
September	Battle at the Border 2019	550
September	Business First of Buffalo – Women of Influence Luncheon	540
September	Contemporary Ceramic Studios Association – 2019 Annual Convention	357

Q3 Major Events Booked		
Year	**Event Name**	**Expected Revenue**
2019	CSEA 2019 Holiday Party	$30,000
2019	Maritz Travel – 2019 General Motors Digital Tour Roadshow	$18,000
2019	City of Buffalo – Office of the Mayor – Mayor's Holiday Party	$12,500
2020	ECMC Foundation – 2020 Springfest Gala	$177,630
2020	Niagara Frontier Automobile Dealers Association – 2020 Auto Show	$149,116
2020	Moog Inc. – Moog Mid-Winter Bash	$85,800
2020	Dave & Adam's Card World – 2020 Nickel City Con	$56,036
2020	Cheersport – 2020 Cheerleading Competition	$34,245
2020	Foundation of Roman Catholic Diocese of Buffalo – 2020 Making A Difference Dinner	$30,000
2021	Higher Education Web Professionals Association – 2021 Annual Conference	$102,500
2021	Federation of Tax Administrators – FTA 2021 Technology Conference and Exhibition	$42,350

Q3 Notable Sales Activities	
Date	**Program**
July	Day of local religious sales calls with VBN
July	Attended Quarterly Service Manager meeting with VBN & Hyatt
July/August	Prepared 2020 BNCC budget and began working on Business Plan
August	Attended SMERF, National & State Association marketing plan meetings w/VBN and hotel partners
August	Attended ASAE w/VBN, Hyatt & Millennium Hotel in Columbus, OH
August	Sales/Catering Manager conducted a local religious sales call
August/Sept	Partner lunch/meetings with Embassy Suites and Holiday Inn Express & Suites
September	Participated in the VBN/BNCC Customer Advisory Council
September	Hosted client lunch meeting with TVS Consultants regarding phase 2 of the Convention Center study
September	Attended the VBN Director of Sales Meeting
September	Attended the Cheektowaga Chamber of Commerce Gala Awards
September	Site Inspection – Order of the Amaranth

BUFFALO NIAGARA CONVENTION CENTER

2019 Fourth Quarter Report

BUFFALO NIAGARA CONVENTION CENTER			
Q4 Revenue	**Goal**	**Actual**	**Variance**
Rent Revenue	$170,618	$202,637	+18.77%
F&B Revenue	$841,050	$872,368	+3.72%
Electrical Service	$40,000	$49,101	+22.75%
Other Revenue	$47,502	$109,950	+131.46%
TOTAL REVENUE	**$1,099,170**	**$1,234,056**	**+12.27%**
YTD Revenue	**2019**	**2018**	**Variance**
Rent Revenue	$817,631	$830,579	-1.56%
F&B Revenue	$2,810,208	$3,664,961	-23.32%
Electrical Service	$194,491	$190,740	+1.97%
Other Revenue	$209,841	$271,347	-22.67%
TOTAL REVENUE	**$4,032,171**	**$4,957,627**	**-18.67%**
Q4 Events	**2019**	**2018**	**Variance**
Number of Events	42	45	-6.67%
Attendance	47,482	51,955	-8.61%
YTD Events	**2019**	**2018**	**Variance**
Number of Events	138	140	-1.43%
Attendance	249,964	271,674	-7.99%
F&B Profit Margin	22.1%	30.0%	-26.82%
Guest Satisfaction Survey	4.80	4.70	+2.13%

Comments Q4

Total revenues were up to budget in the fourth quarter of 2019 by $78k or 7.1%.
The increase in food and beverage revenues of $31k or 3.7% were related in large part to the Festival of Trees event, which exceeded their budgeted revenues, by $40k.
Rental revenues exceeded budget by $32k or 18.8% as we booked two dance groups ($20k) and a police-recruiting exam ($10k) in the year for the year.
Electrical revenues were up to budget by $9k or 22.8% as two October events exceeded budget by a total of $9k.
Other revenues were up to budget by $62k or $131.46% as we recorded the administrative fee credit of (-$57k) in December.

Q4 Major Events Hosted

Month	Event Name	Number of Attendees
October	U.B. Dental Alumni Association – Buffalo Niagara Dental Meeting	2,400
October	NYS Bureau of Emergency Medical Services – 2019 Vital Signs Conference	1,300
October	Bison Scholarship Fund - Luncheon	1,128
October	City of Buffalo Department of Assessment & Taxation – Tax Foreclosure Sale	1,200
October	National Association for Campus Activities – 2019 Mid Atlantic Regional Conference	425
November	YMCA Buffalo Niagara – 2019 Turkey Trot Race Party	14,000
November	Conesus Fest for Charity – 2019 World's Largest Disco	7,100
November	Read to Succeed Buffalo, Inc – 2019 WNY Book Expo	2,000
November	Roswell Park Alliance Foundation – All Star Gala	908
November	Greater Buffalo Sports Hall of Fame – 2019 Dinner	700
November	Delaware North – The Summit	500
December	Independent Health Foundation – 2019 First Night	2,836
December	Kaleida Health Foundation – 2019 Festival of Trees Events	2,135
December	Maria Love Convalescent Fund Board – 2019 Charity Ball	1,350
December	WSA Brands American All Star – WSA Buffalo	950

Q4 Major Events Booked		
Year	**Event Name**	**Expected Revenue**
2020	Stampede Global – 2020 Vendor Summit	$63,000
2020	NNL Fluor Marine Propulsion LLC – 2020 Leadership Retreat	$60,000
2020	Central US Hemp, LLC – 2020 Eastern US Hemp Growers Conference & Expo	$58,500
2020	Buffalo -Erie Marathon Association, Inc – 2020 Buffalo Marathon	$26,330
2020	Area Labor Federation – AFL-CIO Dinner	$21,350
2020	Excelsior Health Care – Mid-Winter Bash	$20,000
2021	Nuvo Productions LLC – 2021 Nuvo Dance Convention	$26,750
2021 - 2025	NYS Board of Law Examiners 2021 – 2025 February and July Exams	$980,000
2022	American Association for State and Local History – 2022 Annual Meeting	$58,450

Q4 Notable Sales Activities	
Date	**Program**
October	Attended ESSAE Harvest Highlight Meeting - Saratoga
October	Hosted reception & luncheon for executives & meeting planners with VBN & hotel partners - Saratoga & Albany
October	Attended Connect Faith with VBN and hotel partners - Grand Rapids
October	Site Inspection with National Association of County Engineers
October	Site Inspection with Fast Enterprises
October	Site Inspection with National Grange
October	Site Inspection with Northeast Association of Advisors for Health Professions
November	Attended Nursing Organization Alliance - Cleveland
November	Site Inspection with National Baptist Convention USA, Inc
December	Site Inspection with Theta Tau
December	Attended ESSAE Holiday Party - Albany
December	Sales calls with VBN & Hyatt - Albany
December	Local sales calls and holiday gift drop offs to clients