



Operations and Accomplishments List

	2017		
	Goal	Actual	Variance
Rental Revenues	\$722,121	\$779,051	\$56,930
F&B Gross Revenues	\$3,158,077	\$3,263,775	\$105,698
F&B Net Revenues	\$884,262	\$903,139	\$18,877
F&B Net Profit Margin	28.0%	27.7%	-0.3%
Electrical Services Revenues	\$143,745	\$200,256	\$56,511
Total Number of Meetings & Events	144	148	4
Total Estimated Attendance	280,108	252,721	(27,387)
Total Estimated Room Nights	35,000	31,620	(3,380)
Guest Satisfaction Survey Index Based upon Customer Survey Response (5 = Excellent, 1 = Poor)	4.7%	4.72%	0.00

2017 Narratives

- Total revenues finished 2017 up to budget by \$220k. Groups responsible for this increase included CWA (\$63k), SUNY Physical Plant (\$52k), Snow Symposium (\$52k), Delaware North (\$50k), National Homeland Security (\$49k) and US Foods (\$34k).

-Rental revenues exceeded budget by \$56k and Electrical revenues exceeded budget by \$57k.

Major Definite Bookings 2017

	For Year	Total Revenue
Kaleida Health Foundation – Festival of Trees	2017	\$80,000
Roswell Park Alliance Foundation – All Star Gala	2017	\$71,000
Emerson High School Reunion	2017	\$40,000
Greater Buffalo Sports Hall of Fame - Dinner	2017	\$35,000
Independent Health Foundation – 2017 First Night	2017	\$32,700
Buffalo-Erie Marathon Association – Post Race Party/Runners Expo and Registration	2017	\$24,850
M&T Bank – Officers Meeting	2017	\$16,500
Marine Corp League, Inc. – National Convention	2018	\$50,000
Delaware North – The Big Show	2017	\$73,250
Civil Service Employees Association Holiday Party	2017	\$20,000
Ingram Micro – USSK 2018	2018	\$256,500
Dave & Adam’s Card World – Nickel City Con	2018	\$34,000
Cheersport – Cheerleading Competition	2018	\$29,687
UB Dental Alumni Association – Buffalo Niagara Dental Meeting	2019	\$54,864
Contemporary Ceramic Studios Association – Annual Meeting	2019	\$50,000
NYS Board of Law Examiners – Feb & July Bar Exams (Multi-year agreement)	2018-2020	\$550,000
Delaware North – The Big Show, DN F&B, GuestPath & Retail Conference	2017	\$73,250
American Wine Society –Annual Conference	2018	\$80,350
Moog Inc. – Mid Winter Bash	2018	\$75,500
St. Joseph’s Collegiate Institute - Lasallian Gala	2018	\$50,000
Buffalo Motorama	2018	\$46,000
M&T Bank – Retail & Business Banking Meeting	2018	\$20,000
Foundation of the Roman Catholic Diocese of Buffalo – 2018 Gala	2018	\$40,000
Marketplace Events – 2021 Buffalo Home and Garden Show	2021	\$200,000
Marketplace Events – 2022 Buffalo Home and Garden Show	2022	\$200,000
Marketplace Events – 2023 Buffalo Home and Garden Show	2023	\$200,000
ECMC Foundation – 2018 Foundation Gala	2018	\$131,500
Kaleida Health Foundation – 2018 Gala	2018	\$91,500
Stampede Global – National Sales Meeting & Vendor Summit	2018	\$53,100
Insurance Club of Buffalo – 2019 Buffalo I-Day	2019	\$62,000
M.W. Hiram Grand Lodge Ancient Free and Accepted Masons	2019	\$53,700
Break the Floor Productions – JUMP Dance Convention	2019	\$25,750
Break the Floor Productions – NUVO Dance Convention	2019	\$25,475
Multiple District 20 Lions Club of NY & Bermuda – Annual Convention	2020	\$34,480

Major Events Hosted 2017

Event	Month	Attendance
Town Square Media – Buffalo on Tap	Jan	5,787
Buffalo Soupfest	Jan	5,500
Cheersport – 2017 Cheerleading Competition	Jan	5,000
Tuxedo Junction –Bridesworld	Jan	2,988
Ingram Micro – 2017 North American Sales Kickoff	Jan	1,300
Roman Catholic Diocese – 2017 Gala	Jan	860
Niagara Frontier Automobile Dealers Association – 2017 Auto Show	Feb	45,000
Varsity Brands – 2017 American Championship	Feb	4,922
Moog Inc. – Mid Winter Bash	Feb	1,775
City of Buffalo - State of the City Address	Feb	1,550
New York State Board of Law Examiners – February Bar Exam	Feb	1,390
Ingram Micro – 2017 North American Sales Kickoff	Feb	1,300
Buffalo Zoo – Polar Bites	Feb	1,300

Marketplace Events – Buffalo Home Show	March	43,603
Buffalo Motorama	March	9,000
National Association of College Fairs – 2017 College Fair	March	3,500
NYC Dance Alliance – 2017 Regional Convention	March	1,848
Break the Floor Productions – 2017 Nuvo Dance Convention	March	850
Buffalo Wine Festival	April	2,500
US Food Fanatics	April	1,270
Harley Davidson – HOG Officer Training	April	755
Break the Floor Productions – Jump Dance	April	754
Buffalo State College WNY Association of College Career Centers – Teacher Recruitment Days	April	625
Dave & Adam's Card World – Nickel City Con	May	11,679
Buffalo Niagara Marathon – Post Race & Runners Expo	May	6,201
M&T Bank – Officers Meeting	May	2,004
ECMC Foundation – 2017 Gala	May	1,663
CWA 1168 – Dinner	May	1,405
Insurance Club of Buffalo – Buffalo I-Day	May	1,131
Learn with Bricks, Brickfest Live – Lego Fan Experience	June	3,500
National Homeland Security Association – Annual Convention	June	1,302
Lancaster Junior/Senior Prom	June	853
Holy Cross Headstart Dance	June	800
NYS Board of Law Examiners – July Exam	July	2,800
SGTV Edelweiss Buffalo – Gaufest 2017	July	1,636
The Salvation of God – Glory Encounter Explosion	July	500
SUNY Physical Plant Association – Summer Conference	July	245
Police Athletic League of Buffalo – Reading Rules Summer Reading Challenge	Aug	2,000
Garden Writers Association – Annual Conference & Expo	Aug	285
Queen City Comic – Buffalo Comicon	Sept	3,800
Town Square Media – Diversity Job Fair	Sept	1,200
Kaleida Health Foundation – 2017 Gala	Sept	1,060
Ellicott District – Senior Ball	Sept	897
Buffalo Fitness Expo	Sept	680
Alcoholism & Substance Abuse Providers of NYS – Annual Meeting	Sept	535
U.B. Dental Alumni Association – Buffalo Niagara Dental Meeting	Oct	2,400
South Buffalo Football Association Inc. - Buffalo Irish Cheer Classic	Oct	2,000
Bison Scholarship Fund – Luncheon	Oct	960
Greater Buffalo Sports Hall of Fame – Annual Dinner	Oct	875
Stampede Global – National Sales Meeting & Vendor Summit	Oct	600
National Association for Campus Activities – Mid Atlantic Regional Conference	Oct	555
YMCA Buffalo Niagara Turkey Trot – Post Race Party	Nov	10,000
Conesus Fest for Charity – World's Largest Disco	Nov	7,000
WNY Children's Book Expo	Nov	1,500
Delaware North – The Big Show	Nov	995
Roswell Park Alliance Foundation – All Star Gala	Nov	875
Independent Health Foundation - First Night Buffalo	Dec	3,058
Maria Love Convalescent Fund – Charity Ball	Dec	2,600
Roswell Park – Courage of Carly Fund Annual Event	Dec	785
Panasonic - Job Fair	Dec	200

Notable Activities

	Month	
Exhibited at Bridesworld	Jan	
County of Erie completed renovations of two restrooms in the lobby	Feb	
Attended RCMA Emerge with VBN - Chicago	Feb	
Attended PMPi MACE appointment show & education conference with VBN - Washington DC	Feb	
BNCC/VBN/Hyatt Convention Services Meeting	March	
Bid presentation at the Marine Corp League Convention in Virginia with VBN & Hyatt; won the bid for 2018	March	
Participated with VBN & hotel partners in hosting client luncheon and reception event in Albany	March	
Collaborative Family Healthcare Assn - site inspection	March	
American Wine Society – Site Inspection	April	
Contemporary Ceramic Studio Association – Site Inspection	April	
Attended PCMA Visionary Awards with VBN - Washington DC	May	
Attended Fraternal Executive Association with VBN-Tampa	May/June	
Attended ESSAE Trade Show with VBN & Hotel Partners	June	
Attended the Int'l Aviation Snow Symposium Board of Directors Dinner	June	
Met with and attended NYS Fire Chiefs in Turning Stone with VBN	June	
MW Hiram Grand Lodge Ancient Free & Accepted Masons – Site Inspection	June	
Meeting with Sales Directors from Rochester & Syracuse Convention Centers in Rochester	July	
Met with new VBN sales managers and toured BNCC	July	
Prepared 2018 BNCC Budget and began working on Marketing Plan	July	
Exhibited and attended the American Society of Association Executives (ASAE) Annual Meeting and Exposition with VBN in Toronto	Aug	
Attended the American Society of Association Executives (ASAE) with representative from Erie County	Aug	
Department of Environment and Planning and toured the Metro Toronto Convention Center	Aug	
Attended the International Association of Venue Managers (IAVM) Annual Conference in Nashville	Aug	
Presentation and attendance building at Marine Corp League Conference with VBN and Hyatt	Aug	
Attended Connect Association Marketplace with VBN and partners in New Orleans	Aug	
Site inspection with NYS Fire Chiefs	Aug	
Site inspection with Preservation Technology Society	Aug	
Hosted and participated in the VBN/BNCC Customer Advisory Council	Sept	
Participated with VBN & Hyatt in quarterly convention services meeting	Sept	
Hosted FAM lunch and participated in the VBN FAM	Sept	
Sales & Service Dept has been down 1-2 managers throughout this quarter due to medical leave	July - Sept	
Hosted HVS CC Consultants in conjunction with Erie County Department of Environment and Planning	Oct	
Attended VBN – Travel Industry Summit Luncheon	Oct	
Site Inspection with Harry Schmidt – RCMA President/CEO	Oct	
Site Inspection with Ron Melton – IAVM COO/CFO	Oct	
Bid presentation for the Multiple District 20 Lions Club, Binghamton	Oct	
Attended Connect Faith w/VBN and Hyatt, Columbus	Oct	
Participated in VBN/BNCC/Hotel sponsored lunch & coffee events with NYS Assn planners & executives, Albany	Nov	
Albany Sales Calls	Nov	
Hosted client holiday reception	Dec	
Attended ESSAE holiday party - Albany	Dec	
Site inspection with North American Rink Conference & Expo	Dec	