



Fishers Island Club

Dining Room Manager Position

Seasonal Position (May – October)

Reports to: Clubhouse Manager

Supervises: Food and Beverage Staff

Our Mission: To provide our membership and guests with superior social and recreational experiences by offering the finest staff, services, facilities, and activities.

Job Summary: Assure a high level of appearance, hospitality, and service in personnel and cleanliness of the dining rooms. Ensures timeliness of food service. Supervises and trains dining room staff.

Education:

1. High School Diploma or GED required
2. A four-year college degree in hospitality is preferred
3. Three years of dining room supervisory experience in a high-volume dining environment or private club

Job Knowledge, Core Competencies, and Expectations:

1. Responsible for management of dining room service
2. Maintains a high level of member contact throughout service hours
3. Familiarity with technological devices and thorough knowledge working with Point of Sale (POS) systems (Northstar)
4. Knowledge of and ability to perform required role during high volume and emergency situations

Job Tasks/Duties:

1. Designs floor plans according to reservations
2. Plans dining room set-up based on anticipated guest counts and membership needs
3. Takes reservations, checks table reservation schedules, and maintains reservation log
4. Greets and seats members and guests
5. Inspects dining room employees to ensure they are always in proper and clean uniform
6. Assists in training and supervises dining room staff
7. Produces daily meal-period revenue analyses and other reports from Point of Sale (POS) systems used in the dining room
8. Performs daily POS closeout. Verifies checks are accurate and charged to the correct member
9. Receives and resolves complaints concerning dining room services
10. Serves as liaison between the dining room and kitchen staff
11. Assures all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule

12. Directs pre-meal meetings with dining staff; relays pertinent information such as house count, menu changes, special member requests, etc.
13. Ability to lead staff through all service types such as American, Russian, French, and Buffet
14. Assures the correct appearance, cleanliness, and safety of dining room areas, equipment and fixtures; checks the maintenance of all equipment in the dining room and reports deficiencies and maintenance concerns
15. Makes suggestions about improvements in dining room service procedures and layout
16. Trains staff on all aspects of the Northstar POS system
17. Assures that the dining room and other Club areas are secure at the end of the business day
18. Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, glassware, flatware and china, salt and pepper holders, sugar bowls, and linen and ensures that they are properly stored and accounted for
19. Utilizes computer to accurately charge members, create daily manager logs, and write correspondence
20. Continually updates and refines policies and procedure manuals for service staff to increase quality and to control costs in conjunction with Clubhouse Manager
21. Attends scheduled staff meetings
22. May serve as Club's opening and closing Manager or Manager on Duty
23. Works with Executive Chef to update, review, and print weekly menu changes
24. Assists in developing wine lists and beverage promotions
25. Tracks wine sales
26. Assures that local and state laws and the Club's policies and procedures for the service of alcoholic beverages are consistently followed
27. Performs other appropriate assignments and projects as required by the Clubhouse Manager

Licenses and Special Permits

1. Food Safety Certification

Physical Demands and Work Environment

1. Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch, and twist or reach
2. Push, pull, or lift up to 50 pounds
3. Continuous repetitive motions
4. Work in hot, humid, and noisy environment

Fishers Island Club management has designed this job description to present the key duties and requirements necessary to achieve the job's results. It is not intended to be a comprehensive list of all duties, responsibilities, and qualifications. Management reserves the right to change, rescind, add, or delete the functions of this position at any time.

Interested Candidates Please Send Resumes to:

Jade Kluver
Clubhouse Manager
c/o Fishers Island Club
20449 East Main Road
Fishers Island, NY 06390
chm@ficlub.net