

Job Description: Dining Room Service Captain

Summary:

Service Captain ensures that Members and guests have a pleasant and memorable dining experience. Monitors setup, maintenance, cleanliness and safety of Dining areas. Supervises and trains the Dining Room Staff to Country Club standards of excellence. This individual is required to act as Manager on Duty in absence of the Assistant Clubhouse Manager and Clubhouse Manager. This individual must be able to complete opening and closing duties/checklists in a timely fashion. This individual must coordinate food service between kitchen and dining staff. Service Captain enforces Club Rules and policies. Reports directly to the Assistant Clubhouse Manager with reporting responsibilities to the Clubhouse Manager and General Manager.

Job Requirements:

- Minimum of 2 years serving or supervisory experience required in fine dining or upscale restaurant. Country Club experience is preferred.
- Professional, articulate, friendly, and punctual.
- Possesses and exhibits the drive to provide exceptional Member service.
- Full time flexible hours are required (able to work days, nights, weekends, holidays).
- Must be able to stand/walk for 8 hours; bend, push, pull; lift 30 lbs.
- Proficient in computer skills including POS systems, Word and Excel.
- Professional appearance appropriate for a premier country club.

Skills:

- Able to work at a rapid pace while maintaining attention to detail; ability to multi-task
- Must have good supervisory skills.
- Must have good communication and ability to promote sales.
- Must be skilled in time management.
- Must have teaching and motivational skills.

Attitude:

- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the Members and exceed their expectations.
- Must be flexible and able to adjust to meet the changing needs of the Club and the Members.
- Must maintain a level of professionalism and communicate effectively.
- Must show enthusiasm for the job and for the Club.
- Must be considerate, patient and willing to help out fellow employees.
- Must have a good self-image and be able to command the respect of the employees.
- Must be able to tolerate pressure and work calmly and efficiently during busy times.
- Must handle Member complaints according to Club policies and procedures.
- Possess the highest work ethics, personal morals and honesty beyond reproach.

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Duties:

- Anticipate Members' needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining experience.
- Maintain communication with and supports the Assistant Clubhouse Manager, General Manager, Clubhouse Manager and Dining Room Manager
- Inspect dining room, table settings, chairs, floors, proper maintenance, cleanliness and safety. Takes immediate action to correct any issues.
- Manage the guest reservation system.
- Receive and greets members and guests; assist with seating.
- Check tables throughout service times for Member satisfaction, resolve Member/guest complaints.
- Enforce Club rules, regulations and policies.
- In absence of the Assistant Clubhouse Manager and Clubhouse Manager may serve as Manager on Duty (MOD) and handle opening or closing procedures.
- Supervise the dining room staff and maintain uniform service standards.
- Conduct daily line-up with dining room staff .
- Ensure side work is completed everyday and dining room supplies are stocked. Reports any supply shortages to the Assistant Clubhouse Manager.
- Review daily specials, stations and other applicable announcements.
- Train new-hires in service standards, menu items, use of Jonas system and up- selling.
- Train food service and bar staff on a continuous basis.
- Assist with banquet room set up and break down.
- Coordinates food service between kitchen and service staff.
- Act as initial contact for disciplinary actions. Assure that actions are consistent and accurate. Provides timely detailed account of any disciplinary issues to the Assistant Clubhouse Manager.
- Review daily and weekly functions with Assistant Clubhouse Manager.
- Lead to achieve desired results in high quality service and experience for our Members and Guests.
- Perform other related duties as assigned.

Interested professionals need to contact:

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