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Dining Room Manager

Job Summary: Provide satisfaction and exceed member expectations by delivering the highest standards of quality in all aspects of the Food & Beverage department. Assist in planning and implementing annual budgets, hires and trains all staff. Provide exceptional leadership with a positive attitude to assist in a smooth and efficient running of the F&B operations. Possess an ability to be flexible, to multi-task and to manage the daily activities with always keeping member satisfaction to the fullest. Performs all work in accordance with club essential functions and responsibilities as described below and in the spirit of the Club's mission and vision.

Essential Duties and Responsibilities include the following, but are not limited to:

1. Hands on manager that oversees the F&B service daily and interacts with the members and guests. Remaining highly visible during lunch and dinner Shifts
2. Responsible for opening or closing the daily dining operations of the club as established on the MOD guidelines.
3. Lead pre-service daily lineups. Daily supervision of the service staff
4. Will be responsible for the continued development of building and sustaining a culture of excellence amongst the staff.
5. Assist with recruiting and hiring of new and returning staff. Conducts orientations and training programs for food and beverage staff on various topics, including service techniques, knowledge of menu items and ingredients, outstanding customer service, sanitation, liquor and wine knowledge. Regularly test staff to evaluate their understanding of these expectations.
7. Enters daily menus and daily specials into the POS System and Member App
8. Consult daily with Food & Beverage Director, Executive Chef and other club administrators to assure the highest level of member satisfaction and address anticipated needs.
9. Assist in daily supervision of all F&B staff including pre-meal and menu familiarization meetings, assignment of side work, table and station assignments. Always ensuring the staff is professional in appearance and performs within the employee manual, as well as adhering to safety and sanitation regulations.
10. Address Member and Guest complaints and advises the other Managers and the General Manager about appropriate corrective actions taken.
11. Monitors Member & Employee dress codes according to policies and procedures.
12. Follow closing procedures including a thorough check-out of service staff, complete a daily Manager's report for all F&B leadership team and for the GM. Maintain follow up reports for major events, as well as tracking cover counts and check averages for events and a la carte dining rooms.
13. Monitors employee records to minimize overtime and keep labor costs within budget.
14. Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.

Supervisory Responsibilities:

This job has no supervisory responsibilities

Certificates/Licenses:

Driver's License

Safe Serve training

Desired Skills & Experience

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A minimum of 2 years Food & Beverage Management experience at a fine dining restaurant, private club, resort or hotel.

In depth knowledge of motivating, supervising and training staff as well as leading the dining room.

Excellent computer skills and POS knowledge (Jonas knowledge preferred)

A keen eye for details and a "hands on" management style is required.

Dining floor plan and menu design knowledge

Safe Serve training and Food Handler certificate

Additional Information

Full-Time, Year Round, 401(k) and Health Benefits. Compensation is commensurate with qualifications and experience. Paid vacation and personal time after 1 year of employment.

Submit your resume to c.chiarello@hrycc.org