



## Dining Room Manager

Dearborn Country Club

Role Description

June 2017

**Role Overview:** The Dining Room Manager's primary responsibility is to provide leadership and supervision to the service staff. The Dining Room Manager is responsible for overseeing the Terrace Dining Room, Grille Room, 19<sup>th</sup> Hole, and all other seasonal areas of food and beverage service, while maintaining the highest level of service standards.

### Areas of Responsibility:

#### Service Staff Management:

- Assist in hiring of new employees
- Assist in creating, implementing and training the standards for all service staff
- Continually educate and communicate important information to service staff
  - New menus
  - Daily specials
  - Happenings around Club
- Assist in development of employee handbook, and enforce guidelines as it pertains to service staff
- Develop, train and measure the Food and Beverage operating standards
- Maintain awareness of employee attendance/tardiness, and issue disciplinary action, if necessary
- Resolve conflict between service staff
- In depth understanding and adherence of Union Bargaining Agreement
- Enforce expectations of a safe, clean and positive work environment

#### Dining Services:

- Responsible for maintaining operational duties of the dining services
  - Maintain accurate information in POS system
    - New menus
    - Revised pricing
    - Features
    - Promotions
  - Confirm reservations
  - Organize service staff
    - Assign side work
    - Conduct pre-shift meetings
  - Greet members and guests by name
  - Maintain pulse on service and kitchen timing, assist when needed
  - Oversee nightly closing duties
    - Pool sheet is accurate and complete
    - Side work is complete and to standard
    - Member chits are complete and in order for accounting to process

#### Beverage:

- Promoting and expanding the DCC Beverage Program
- Assist in generating monthly beverage inventory and costs with F&B Manager

#### Miscellaneous:

- Assist in the preparation nightly reports and distribution
- Track and record daily/monthly dining/private event participation numbers
- Strong Computer and POS operating experience preferably (CCD uses the *Club Essentials* POS system as the primary Club OS platform )

#### Estimated Shift:

- Varies with seasonal use of the Club. Closing responsibilities are a focal point.



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Contact Bruce P. Lilley, General Manager, to apply at [blilley@dearborncountryclub.net](mailto:blilley@dearborncountryclub.net)

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