

**I. Position**

Captain (Dining Room Supervisor) (2.35)

**II. Related Titles**

Host/Hostess; Receptionist; Dining Room Manager

**III. Job Summary**

Manage the service of members and guests in the dining room. Supervise dining room staff; greet and seat guests; maintain order and cleanliness; assure that member satisfaction standards are consistently attained.

**IV. Job Tasks (Duties)**

1. Receives and greets members and guests
2. Suggests and describes available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests
3. Coordinates food service between kitchen and service staff
4. Inspects all linens daily for proper appearance
5. Maintains all silver and copper serveware items
6. Resolves member/guest complaints
7. Assures that all safety, accident and emergency policies and procedures are in place and consistently followed
8. Assures that revenue control procedures are continually followed
9. Helps select, train, supervise and evaluate service staff
10. Inspects dining room to ensure proper maintenance, cleanliness and safety
11. Provides layout and design recommendations to applicable managers
12. Suggests dining room decorations for special themes
13. Assures that pre-opening cleaning tasks are assigned and completed as required
14. Manages the guest reservation system
15. Assists with service of food and beverages in outlets and for special functions when needed
16. Assists with table clearing and resetting as needed
17. Suggests when additional service supplies and small equipment are needed
18. Enforces established rules, regulations and policies
19. Acts as Dining Room Manager in the absence of the manager; may serve as opening or closing club manager and/or Manager on Duty (MOD)
20. Maintains cigars, cigarettes and amenities for dining room
21. Assists in dining room inventory assessments
22. Suggestively sells daily specials to all members and guests

**V. Reports to**

Dining Room Manager

**VI. Supervises**

Food Server