

I. Position

Dining Room Manager (2.34)

II. Related Titles

Restaurant Manager/Supervisor/Director; Dining Service Director; Host/Hostess; Receptionist; Captain; Maitre D'

III. Job Summary

Responsible for management of dining room service in the manner most pleasing to members and their guests. Assure a high standard of appearance, hospitality and service in personnel and cleanliness of dining room. Supervise and train dining room staff; manage within budgetary restraints; develop/implement programs to increase revenues (repeat business and higher check averages).

IV. Job Tasks (Duties)

1. Schedules personnel and plans dining room set-up based upon anticipated member/guest counts and client needs
2. Takes reservations and checks table reservation schedules
3. Greets and seats members and guests
4. Carefully supervises dining room staff to help assure proper service; pours coffee and takes orders when necessary
5. Inspects dining room employees to ensure that they are in proper and clean uniforms at all times
6. Hires, trains, supervises and evaluates dining room staff
7. Provides appropriate reports concerning employee hours, schedules, pay rates, job changes, tip pools, etc.
8. Receives and resolves complaints concerning food, beverages, and service
9. Serves as liaison between the dining room and kitchen staff
10. Assures that all sidework is accomplished and that all cleaning of equipment and storage areas is completed according to schedule
11. Directs pre-meal meetings with dining room personnel. Relays information and policy changes and briefs personnel
12. 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
13. Makes suggestions about improvements in dining room service procedures and layout
14. Produces daily/meal period revenue analyses and other reports from the Point of Sale system(s) used in the dining room
15. Assures that the dining room and other club areas are secure at the end of the business day
16. Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, salt and pepper holders, sugar bowls and linen and ensures that they are properly stored and accounted for
17. Develops and maintains the dining room reservation system
18. Develops and implements an on-going marketing program to increase dining room business
19. Develops and supervises the revenue control system
20. Monitors dining room labor and supplies budget; makes adjustments as necessary to achieve financial goals
21. Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and to control costs
22. Assists in service and tableside cookery as needed
23. Attends scheduled staff meetings

V. Reports to

Food and Beverage Director

VI. Supervises

Captain (Dining Room Supervisor)