



I. Position

Dining Room Manager (2.34), Captain (Dining Room Supervisor) (2.35)

II. Related Titles

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

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). 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. 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; opens wine, 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
24. Receives and greets members and guests
25. Suggests and describes available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests
26. Coordinates food service between kitchen and service staff
27. Inspects all linens daily for proper appearance
28. Maintains all silver service ware items
29. Resolves member/guest complaints

30. Assures that all safety, accident and emergency policies and procedures are in place and consistently followed
31. Assures that revenue control procedures are continually followed
32. Helps select, train, supervise and evaluate service staff
33. Inspects dining room to ensure proper maintenance, cleanliness and safety
34. Provides layout and design recommendations to applicable managers
35. Suggests dining room decorations for special themes
36. Assures that pre-opening cleaning tasks are assigned and completed as required
37. Manages the guest reservation system
38. Assists with service of food and beverages in outlets and for special functions when needed
39. Assists with table clearing and resetting as needed
40. Suggests when additional service supplies and small equipment are needed
41. Enforces established rules, regulations and policies
42. 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)
43. Assists in dining room inventory assessments
44. Suggestively sells daily specials to all members and guests

V. Reports to

Assistant General Manager

VI. Supervises

Dining Room Servers, Bussers and Bartenders

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