



We are seeking a Dining Room Supervisor to join the Oak Park Country Club team! You will be responsible for providing members and guests with a memorable dining experience.

Reports to: Assistant General Manager

Supervises: Dining Room Staff

Education and/or Experience

- High school diploma or GED required.
- A four-year college degree in Hospitality is preferred.
- Three years of dining room supervisory experience in a private club or similar environment

Job Knowledge, Core Competencies and Expectations

- Responsible for management of dining room service in the main clubhouse.
- Maintains a high level of member contact throughout service hours.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assure a high standard of appearance, hospitality and service in personnel and cleanliness of dining room. Ensures timeliness of food service. Supervise and train dining room staff. Manage within budgetary restraints. Develop and implement programs to increase revenues through repeat business and higher check averages.

Job Tasks/Duties

- Designs floor plans according to reservations.
- Plans dining room set-up based on anticipated guest counts and client needs.
- Takes reservations, checks table reservation schedules and maintains reservations log.
- Greets and seats members and guests.
- Inspects dining room employees to ensure that they are in proper and in clean uniforms at all times.
- Trains, supervises, and evaluates dining room staff.
- Produces daily or meal-period revenue analyses and other reports from point of sale (POS) systems used in the dining room.
- Performs daily POS closeout.
- Receives and resolves complaints concerning dining room service.
- Serves as liaison between the dining room and kitchen staff.
- Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule.
- Directs pre-meal meetings with dining room personnel; relays pertinent information such as house count and menu changes, special member requests, etc.
- Able to lead staff through all service types such as Breakfast, Lunch, Dinner, Buffets, and A la Carte.
- 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.
- Makes suggestions about improvements in dining room service procedures and layout.
- Trains staff on all aspects of the POS system.
- Assures that the dining room and other club areas are secure at the end of the business day.
- Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, glassware, flatware and china, salt and pepper holders, sugar bowls and linen and ensures that they are properly stored and accounted for.

- Maintains a daily inventory of red and white wine cabinets. Reports any shortages to Assistant General Manager.
- Develops and maintains the dining room reservation system.
- Monitors dining room labor and supplies budget; makes adjustments to achieve financial goals.
- Utilizes computer to accurately charge members.
- Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and to control costs.
- Assists in service and tableside cookery, as needed.
- Attends scheduled staff meetings.
- May serve as club's opening and closing manager or manager on duty.
- Works with Executive Chef to update, review and print weekly menu changes.
- Assists in developing wine lists and beverage promotions.
- Tracks wine sales.
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Performs other appropriate assignments and projects as required by the Assistant General Manager.

Licenses and Special Permits

- Alcoholic beverage certification (BASSET)
- Food safety certification.

Physical Demands and Work Environment:

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Contact: Colin Ronayne, AGM, cronayne@oakparkcountryclub.org, 708-456-7600 ex110