

Job Description

Position: Assistant Restaurant Manager
Department: Food & Beverage

Reports to: Restaurant Manager
Date Prepared: April 2022

Hinsdale Golf Club is one of the premier private clubs in the Chicagoland area, recently completing a multi-million-dollar renovation of the Clubhouse interior and have investments in many continual renovation and update projects. Start, or continue, your career in private clubs while being mentored by our award-winning management team and work alongside some of the most talented team members in the industry. We are a family club who values it's employees like they are part of our family. Visit our website for some more information about our historic club www.hinsdalegolfclub.org

Job Summary: Responsible for management of various member dining areas and private events. Dining areas include The Grill, The Bar, The 19th Hole, Men's Lounge, Patio & Cabana Bar. Primary responsibility is accountability of member and guest experience and assuring a culture of hospitality and teamwork. Supervises and trains the service staff; manages within budgetary restraints; develops/implements programs to increase sales and satisfaction.

Duties/Responsibilities:

- Responsible for the daily shift execution and service in the various scheduled areas including restaurants and bars, club events and banquets.
- Assists Restaurant and Food and Beverage Manager with hiring and recruiting hosts, servers, bartenders, food runners, bussers and barbacks.
- Assists with the effective orientation and training for new staff and develops ongoing training programs for the existing staff to maintain the highest of standards.
- Maintains a high level of service by constantly training, coaching, and providing support to employees while monitoring job performance daily.
- Continually ensures that all employees meet proper uniform standards.
- Communicates with staff relaying necessary information regarding daily operations within the Club.
- Assists Restaurant Manager with employee reviews.
- Designates sections on the floor accordingly for all staff.
- Assigns and ensures that all side work is completed including the cleaning of equipment and storage areas.
- Ensures proper table maintenance during food service.
- Assists Restaurant and Food and Beverage Manager in completing monthly inventories for all product within the outlets.
- Greets members and guests and establishes a positive, professional rapport.
- Accepts member complaints and works with the Restaurant and Food and Beverage Manager to provide solutions to achieve member satisfaction in a professional and timely manner.
- Works closely with the other Club Managers and Executive Chef ensuring that the member and guest expectation are met and exceeded.
- Inspects and oversees the cleanliness and maintenance of all dining areas. Reports maintenance issues to Restaurant and Food and Beverage Manager
- Promotes a positive work environment and positive team atmosphere with all management and staff.
- Attends weekly food and beverage meetings in the absences of the Restaurant and Food and Beverage Manager.
- Carries out bylaws and policies as set by the Board of Directors.
- All other duties within your respective department as assigned by the Assistant GM and/or the General Manager.

Additional Duties/Responsibilities:

- Primary duty is management and leadership, however, will be required to fill in as a Server, Host, Busser/Runner, Bartender, etc. to relieve/back-up staff during peak periods or when short staffed.
- Implements and supports all Club initiatives and programs and requested by management.
- Teams with other Club departments to ensure exemplary customer service and adherence to policies and procedures
- Maintains knowledge of other Clubs and industry trends.

Minimum Education, Experience & Other Skills:

- Four-year college degree or equivalent experience requested.
- A minimum of 4 years of progressive responsibility in food and beverage industry required.
- A minimum of 2 years of personnel supervision or management, preferably in a club/golf/hospitality/service industry requested.
- Experience in resolving customer issues/complaints as well as overall excellent customer service required.
- Proficient in computer software including Microsoft Word and Excel.
- Solid time management, organization, and prioritization skills.
- Proven ability to effectively build and foster a team environment.
- Must be of legal age to service alcoholic beverages.
- Ability to effectively communicate verbally and non-verbally with others.
- Ability to work with all personality types even in adverse situations.
- Ability to prioritize, anticipate situations, and take quick action.
- Ability to manage multiple projects and recommend/implement effective solutions.
- Demonstrated commitment to customer service
- Excellent problem solving/decision making skills.
- Ability to work independently and proactively in a fast-paced environment.

Other Requirements:

- Ability to lift at 25-100 pounds.
- While performing the duties of the job, the employee may be required to walk or stand for long periods of time.
- Must be able to bend, climb, balance, reach, stoop, kneel, crouch or crawl without hindrance.
- While performing this job, employee will be exposed to sunlight, heat, wet and/or humid conditions.
- Maintains a professional appearance appropriate to position and as per Club policy.
- Ability to climb on step stool or ladder to complete elements of the job or facilitate maintenance issues.
- Fine motor skills.

Certifications Preferences:

- Basset Certified
- Food Handler Certification
- AED/First Aid and CPR Certification

To Apply Please Contact

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