



## INDIAN HILL CLUB

### **Dining Room Manager, Indian Hill Club**

Winnetka, IL

**Indian Hill Club**, is a private country club founded in 1914, located in Chicago's North Shore area. A true neighborhood club with a traditional family atmosphere, Indian Hill Club features active sports and various dining venues. An 18-Hole golf course, formal and casual dining outlets, banquets, swimming, tennis, pickleball and paddle are some of the amenities provided by Indian Hill Club.

#### **Basic Function:**

The Dining Manager is responsible for the A La Carte Dining service functions. Directs all Dining Room service personnel in ensuring the member and guest expectations are met and exceeded through maintaining the highest standards of food and beverage service and creative presentation. The Dining Manager will assist in developing, implementing and maintaining standard operating procedures for all A La Carte areas and dining venues. The Dining Manager serves as a liaison between the Club members and employees and works with the Food & Beverage Management Team in the development of employee policies, Club programs, events and service standards. The Dining Manager is responsible for promotion of the dining programs. The goal is to ensure the members and their guests enjoy their experiences at the Club.

#### **Major Duties and Responsibilities:**

- Responsible for the overall execution and upholding service standards in the various Dining Outlets, while displaying professionalism and a sense of urgency.
- Provides leadership and a positive image for the Club. Strives to provide members with premier service to exceed member expectations.
- Must be aware of all Clubhouse events. Works closely with the Clubhouse Manager and members of the management team to assure the success of all Club and private member events.
- Develops ongoing dialogue and rapport with members as well as employees through recognition, communication and follow through.
- Completes all assigned tasks while communicating and demonstrating a strong follow through.
- Coordinates with the F & B Management Team in order to accomplish predetermined goals.
- An aptitude to lead by example and personally direct staff throughout the meal period or event to provide an exceptional experience to members and guests.
- Addresses member feedback related to dining operations and suggest's appropriate corrective action as required.
- Promotes and implements an on-going marketing program to increase Dining Room business.
- Directs pre-shift meetings with staff and communicates policy changes. Ensures all Dining Room employees are adhering to all Clubs' policies.

- Promotes a positive work environment and team atmosphere with all management and staff.
- Consistently communicates with the Chef and Sous Chefs throughout the duration of each shift.
- Maintains all menu items in the POS and ensures that all information is accurately entered and correct modifiers are attached. Keeps the POS system organized, clean and efficient.
- Completes the proper opening and closing duties including the supervision of side-work.
- Interviews and appraises applications for Dining Room positions and exercises hiring authority in agreement with the Clubhouse Manager.
- Assures the effective orientation and training for new staff and develops ongoing training programs and coaching for the existing staff in maintaining the highest standards.
- Inspects dining room employees to ensure that they are in proper clean uniforms, shoe wear, nametags and hygiene per dress code at all times.
- Communicates with staff relaying necessary information regarding daily operations within the Club.
- Schedules personnel on a weekly basis according to specific events and anticipated member/guest counts while maintaining labor cost.
- Assists with the set-up, breakdown and execution of private events, Club events, buffet stations and daily dining room maintenance.
- Maintains all Dining Room areas and back of house service areas are in acceptable working condition. Communicates and completes any maintenance requests or the repairs of equipment within the Dining Room areas to the appropriate personnel.

### **Candidate Qualifications**

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality or Business Management.
- Prior one-to-two-year food and beverage management experience. Private club experience is a plus but not required.
- A previous history of successful execution of restaurant functions, including A La carte dining, special social and dining functions, golf events and banquets and meetings of all sizes.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision.
- Strong communication skills, ability to multitask, work well as a team and strong attention to detail.
- Full time flexible hours are required and ability to work a variety of shifts including mornings, afternoons, nights, weekends and holidays.
- Professional appearance, appropriate for a premier private club environment.
- Candidates must have exemplary customer service skills, a positive, upbeat and hospitality focused personality.
- A sincere desire to learn and grow professionally within the hospitality industry.
- Strong technology skills, including knowledge of Microsoft Office programs.
- Club is open five days per week October through April and open six days per week May through September.

Interested Candidates should send a cover letter and resume to:

*Christina Gutzwiller, Clubhouse Manager*

*Indian Hill Club*

*1 Indian Hill Road, Winnetka, IL 60093*

*Email: [cgutzwiller@indianhillclub.org](mailto:cgutzwiller@indianhillclub.org)*