



MEMBER DINING MANAGER

ABOUT OFCC

Founded in 1915, Olympia Fields Country Club is steeped in tradition with a rich history of excellence and prestige. For over 100 years, OFCC has hosted such prominent events as the US Open, US Amateur Championship, the US Senior Open Championship, numerous Western Opens, the PGA Championship, the KPMG PGA Women's Championship, most recently, the BMW Championship.

As a private club, we strive to create an extraordinary, unparalleled member experience designed to meet every aspect of our member's needs. Our employees are the heart of everything we do, as well as the foundation of our success and the member experience. OFCC is a truly remarkable place, not only for our members, but also for our employees. Working at OFCC allows you to gain knowledge, develop skills, and work with an outstanding team of hospitality professionals while bringing nothing but an unrivaled experience for our members and guests. Expect a hospitality-focused, fast-paced environment that will foster growth and advancement.

For more information, please visit our website at www.ofcc.info.

SUMMARY

We are looking for a hospitality leader to join our Food and Beverage team! We are looking for a Member Dining Manager to take the lead in the operations of OFCC's various dining areas, taking ownership of the member and guest experience and reinforcing a culture of hospitality and teamwork. This role will be responsible for supervising restaurant staff and work closely with key clients, business partners and colleagues to ensure a first-class dining experience.

RESPONSIBILITIES

- Responsible for the daily shift execution and service in the club house restaurants
- Ensure service staff provide efficient and memorable service for members and guests
- Be visible in all dining areas, recognize and maintain relationships with members
- Act as a liaison between wait staff and kitchen staff to ensure timely and appropriate communications and proper timing for guest orders
- Help resolve member complaints when expressed
- Complete daily walkthrough. Check indoor and outdoor dining areas for cleanliness and set up
- Oversee complete opening and closing procedures
- Analyze staffing and business needs, and prepare staff work schedules accordingly
- Monitor and control budgeted / forecasted labor, food and beverage costs
- Maintain successful relationships with all managers to ensure proper planning, ordering, and scheduling
- Ensure compliance with policies and procedures that relate to food and beverage, as well as local, state, and federal laws and regulations
- Recruit, select and develop talent while maintaining a positive and inclusive work environment.
- Work with Human Resources Department to resolve employee issues
- Undertakes special projects and other responsibilities as assigned by the Director of Food & Beverage

KNOWLEDGE, SKILLS, ABILITIES

- Strong hospitality and customer service mindset.
- Excellent interpersonal, diplomatic, and communication skills.
- Excellent problem-solving and critical thinking skills. Ability to think on your feet.

- Demonstrates a high level of professionalism and confidentiality.
- Strong organization, planning, and prioritization skills.
- Strong operational mindset with the ability to create easy-to-follow standard operating procedures to ensure operational efficiency and member satisfaction.

EDUCATION & EXPERIENCE

- Four-year college degree or equivalent experience required
- Experience in upscale food and beverage operations, preferably in a private club setting, restaurant or hotel
- Proven Food & Beverage management experience required
- Experience in resolving customer issues/complaints as well as overall excellent customer service required
- Great planning, organization, prioritizing and time management skills
- Ability to work weekends and holidays
- Must be detail oriented and eager to learn
- Ability to work with a diverse group of people

EXPECTED WORK HOURS

- This is a full-year, full-time position.
- Required to have the ability to work a flexible schedule, including mornings, evenings, overnights, weekends, and holidays based on Club needs.

BENEFITS

- Full suite of employee benefits including medical, dental, vision, 401(k), life insurance, and disability
- Paid time off
- Employee Referral Program
- Employee Meal Program