



SEATTLE GOLF CLUB

Job Title: Dining Room Manager

Reports to: Food and Beverage Manager

Job Summary (Essential Functions)

Responsible for management of dining room service in a manner living up to the standards of Seattle Golf Club. Meets revenue and expense budget goals, manages within budgetary restraints and look for increased revenue opportunities. Supervises and trains dining room personnel and develops and implements programs to improve product knowledge and job performance

Job Knowledge, Core Competencies and Expectations

- Assures a high standard of appearance, hospitality and service in all areas.
- Knowledgeable of all aspects of department and daily club operation, including scheduled events and operating hours.
- Supervises dining room personnel and develops and implements programs to improve product knowledge and job performance.
- Acts ethically and honestly at all times, in accordance with employee manual expectations.
- Assures that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed.
- Knowledge of and ability to perform required role during emergency situations.
- Maintains a high level of member contact throughout service hours.

Job Tasks/Duties

- Acts as the floor manager for the dining room service operation.
- Hires, trains, supervises, schedules and evaluates dining room staff, under the supervision of the Food & Beverage Manager.
- Directs pre-shift meetings with dining room personnel; relays pertinent information such as house count and menu changes, special member requests, etc.
- Serves as liaison between the dining room and kitchen staff.
- Works with the Food & Beverage Manager and key personnel on the dining reservation system. Plans dining room set-up based on anticipated guest counts and client needs.
- Creates forecasts, revenue reports, pay rates, job changes and other budgetary reports, as requested by the Food & Beverage Manager.
- Greets and seats members and guests.
- Inspects dining room employees to ensure that they are in proper and clean uniforms at all times.

- 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.
- Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, glassware, flatware and china, linens, etc., and ensures that they are properly stored and accounted for.
- Utilizes POS system to accurately charge members, trains staff on all aspects of the POS system and updates POS system with new menus and pricing in a timely manner.
- Develops and continually updates and refines training and standard operating procedure manuals.
- Attends scheduled staff meetings.
- Routinely serves as the club's opening and/or closing manager or manager on duty.
- Works with Executive Chef to update, review and print weekly menu changes.
- Assists the Bar Manager in developing wine lists and beverage promotions.
- Performs other appropriate assignments and projects as required by the Food and Beverage Manager.

Licenses and Special Permits

- Alcoholic beverage certification.
- 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.

Compensation and Benefits

- Salary: DOE
- Benefit Package
 - Medical, dental, vision: 100% employer paid
 - Monthly employer HSA contributions
 - 401k eligibility (1-year waiting period)
 - Life insurance, ST & LT disability
 - Employee meals
 - Free parking