Position Title: Dining Room Manager
Related Titles: Dining Room Supervisor, Restaurant Manager, Dining Room Captain
Reports To: Primary: F&B Manager
Secondary: Executive Team, Executive Chef
Supervises: Dining Room Servers

Position Summary:
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.

Position Characteristics:
• Responsible for management of dining room service in the main clubhouse in a manner most pleasing to Members
• Maintains a high level of Member contact throughout service hours.
• Knowledge of and ability to perform required role during emergency situations.

As a Food and Beverage employee positivity and a sense of urgency are a must. An up-beat attitude is necessary and a member-first mind state is mandatory. Keeping a clean and organized environment is a job requirement as it ensures an expedited and efficient delivery of product. Being able to multitask and make well thought out decisions is a must.

Essential Job Functions: *Including but not limited to*
• Be the “Face” of Spanish Oaks by greeting members and guests as they enter the clubhouse.
• May serve as club’s opening and closing manager or manager on duty.
• Able to lead staff through all service types (a la carte, buffet, etc.).
• Leads all event setup, service, and breakdown.
• Receives and resolves complaints concerning dining room service.
• Assists F&B manager with training and the supervision of dining room staff.
• Assists in service as needed and when required, i.e. can and will be scheduled as the Club’s opening manager and opening server.
• Serves as liaison between the dining room and kitchen staff.
• Inspects dining room employees to ensure that they are in proper and clean uniforms at all times.
• Plans dining room set-up based on anticipated guest counts and client needs.
• Takes reservations, checks table reservation schedules and maintains reservations log.
• Designs floor plans according to reservations.
• Directs pre-meal meetings with dining room personnel; relays pertinent information such as “86’d” items and menu changes, special member requests, etc.
• Ensure that all closing duties have been done correctly. In charge of post shift walkthrough to make sure the clubhouse is organized and duties have been completed.
• Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule.
• Reviews chits and closing reports of servers at the end of the shift. Thoroughly reviews chits and corrects mistakes. Drops off the chits at the guard gate at the end of the night.
• 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.
• Locks the clubhouse and secures any club assets before leaving for the night. Does a clubhouse walkthrough to make sure the clubhouse is safe and secure.
• Produces daily or meal-period revenue analyses and other reports from point of sale (POS) systems used in the dining room when requested.
• Makes suggestions about improvements in dining room service procedures and layout.
• Attends scheduled staff meetings.
• Assists in developing wine lists and beverage promotions.
• Completes monthly beverage inventory.
• 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.
• Monitors dining room labor and supplies budget; makes adjustments to achieve financial goals.
• Utilizes computer to accurately charge members, create forecast and revenue reports and write correspondence.
• Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and to control costs.
• Works with Executive Chef to update, review and print weekly menu changes.
• Help maintain costs and sales goals on a monthly basis by controlling inventory and creating fresh ideas to boost revenue.
• Minimize labor costs by cutting servers and assuming the role of the server during slow periods.
• Maintains all Food & Beverage menus ensuring what is presented to the Members is accurate at all times. Updates the service staff of any shortages or changes to these menus at the appropriate pre shift meetings.
• 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 Food and Beverage Manager.

Additional Responsibilities and Job Requirements
• Be detail-oriented, able to prioritize and multitask.
• Maintain and positive attitude and remain professional.
• Keeps abreast of industry trends relative to the food & beverage operation.
• Absorb suggestions and criticism and communicates them to upper management.
• Embrace and embody A.C.O.R.N (Accountability, Consistency, Optimism, Respect, Number 1)
• Strive daily to make the workplace and member/guest experience better.

Preferred Education and/or experience.
Previous experience serving drinks and food, bartending, and catering in a restaurant or food service establishment. Basic knowledge of liquor, beer, and wine and be familiar with standard drink recipes. Basic knowledge using the Microsoft Office Suite required. Most have the ability to prioritize a multitude of tasks and execute them in a timely manner recognizing what takes priority and acting accordingly. Previous F&B management in fine dining or Club environments highly recommended.

Language Skills:
Must speak and read in English. Must be able to listen and follow directions; speak clearly and concisely to maintain proper, effective communication with staff and Club members.

Reasoning Abilities:
Use discretion and exercise good judgment. Understand and follow verbal and/or written instruction. Work quickly and accurately, both independently and as a part of a team.

Physical Demands:
This position routinely requires sitting, standing, walking, kneeling/squatting, bending/stooping, pushing/pulling, holding/lifting, twisting, reaching and climbing stairs. The employee will have the ability to lift and/or move at least fifty pounds on a consistent basis. Must be able to stand for long periods of time.
Core Values:

Possess a strong understanding of **A.C.O.R.N.**

**Accountability**- This one is easy! Do the things you say you’re going to do. Always do the right thing, even if you think no one is looking.

**Consistency**- We believe in giving our members and their guests the same great service each and every time they visit, no matter what area of the Club they utilize. When all departments deliver together, the experience is that much more enjoyable!

**Optimism**- Positive thinking is paramount. Being negative is easy; it takes work to be positive every day and the choice is ours. We expect a positive, can-do attitude that promotes our “Say Yes” culture. We don’t say “no”, we offer alternatives instead.

**Respect**- We treat our members, our facilities, our jobs, our fellow team members, and ourselves with the utmost respect at all times. The Club, in turn, expects members to treat all staff with the same level of respect.

**Number 1!**- Our vision is to become the Number 1 private golf club in the state of Texas. We should keep this at the forefront of our minds in everything we do, and conduct ourselves accordingly.

**Salary/Compensation**: This is an hourly position with a highly competitive hourly rate. This position will also participate in the gratuity tip pool, as we believe the right person will have a direct, positive impact on Member/Guest revenue.

Interested, qualified candidates should send a cover letter and resume to:
Shane Laterza
Food and Beverage Manager
slaterza@spanishoaks.com