



Westwood Country Club

Westwood Country Club is hiring for the Dining and Bar Manager position.

Competitive salary and benefits..

Please send resume to: Nick Rudy, Assistant General Manager at:
nrudy@westwoodcountryclub.org

Position Summary: The Dining and Bar Manager is responsible for management of all dining and bar areas in a manner most pleasing to members and guests. Assures a high standard of appearance, hospitality and service in personnel and cleanliness of dining room and bar areas. Ensures timeliness of food service. Supervises and trains staff. Develops and implements programs to increase revenues through repeat business and higher check averages by means of upselling. Meets revenue and expense budget goals and manages within budgetary restraints. Supervises personnel and develops and implements programs to increase revenues and job performance. Monitors inventory levels. Develops and implements operating procedures for the assigned area. The Dining and Bar Manager also oversees the Valets.

Reports To: Assistant General Manager

Supervises (Direct): Events & Dining Supervisor, Server(s), Bartender(s), Busser(s), Expediter(s), Host(s)/Hostess(es), Valets

Supervises (Indirect): not applicable

Status: Full time, Exempt

Job Tasks (Duties):

Personnel:

1. Interviews, hires, trains, supervises assigned staff.
2. Directs and evaluates the work of assigned staff.
3. Establishes, updates and maintains all written standards and procedures for the department as needed.
4. Monitors employee dress codes according to policies and procedures.
5. Handles recruitment, training, supervision and termination of food and beverage staff.
6. Helps plan staffing and scheduling plans.
7. Manages the department's long-range staffing needs.
8. Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
9. Monitors employee records to minimize overtime and keep labor costs within budget.
10. Inspects dining room employees to ensure that they are in proper and clean uniforms at all times.
11. Confirms time, attendance and hours worked and approves weekly departmental payroll prior to submitting.
12. Provides appropriate reports concerning employee hours, schedules, pay rates, job changes, % of sales, etc.
13. Receives and resolves complaints concerning service.
14. Serves as liaison between the service staff and kitchen staff.
15. Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule.

16. Directs pre-meal meetings with personnel; relays pertinent information such as house count and menu changes, special member requests, etc.
17. Able to lead staff through all service types.
18. Trains staff on all aspects of the POS system.
19. Ensures all Valets supply Driver Abstracts as required by insurance.
20. Provides oversight and direction to the Events and Dining Supervisor.

Dining, Bar:

21. Stocks bar and completes other requirements.
22. Responsible for management of dining room service in the main clubhouse and/or service in assigned area(s).
23. Designs floor plans according to reservations.
24. Plans set-up based on anticipated guest counts and client needs.
25. Takes reservations, checks table reservation schedules and maintains reservations log.
26. Greets and seats members and guests.
27. Produces daily or meal-period revenue analyses and other reports from point of sale (POS) systems used.
28. Assures the correct appearance, cleanliness and safety of areas, equipment and fixtures; checks the maintenance of all equipment and reports deficiencies and maintenance concerns.
29. Makes suggestions about improvements service procedures and layout.
30. Maintains cleanliness and sanitation of bar areas, glassware and equipment through regular inspections.
31. Develops standard operating procedures to help assure that bars are set-up and operated efficiently.
32. Develops and supervises the revenue control system.
33. Assures that the areas are secure at the end of the business day.
34. Maintains an inventory of 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.
35. Develops and maintains the reservation system.
36. Develops and implements an ongoing marketing program to increase dining room business.
37. Monitors dining room labor and supplies budget; makes adjustments to achieve financial goals.
38. Utilizes computer to accurately charge members, create forecast and revenue reports and write correspondence.
39. Greets guests and oversees actual service on a routine, random basis.
40. Addresses member and guest complaints and advises the AGM about appropriate corrective actions taken.
41. Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
42. Assists in service as needed.
43. Plans operating budget for dining service responsibilities.
44. Works with Executive Chef to update, review and print weekly menu changes.
45. Schedules wine and beer samplings with distributors to continuously improve variety and quality of beverages available to club members and guests.
46. Monitors bar closing procedures (checklist) and assures that area is secure.
47. May serve as bartender, server, expo, host if needed.
48. Schedules maintenance of draft beer tapping.
49. Assures that the Club's policies and procedures for selling alcoholic beverages are consistently followed in all beverage outlets and at all club functions
50. Plans special wine promotions for members.
51. Assists in developing wine lists and beverage promotions
52. Tracks wine sales.
53. Assures that local and state laws and the Club's policies and procedures for the service of alcoholic beverages are consistently followed.

General:

54. Maintains a high level of member contact throughout Club hours.
55. Knowledge of and ability to perform required role during emergency situations.
56. Conducts monthly inventory of all beverages.
57. Develops and continually updates and refines policy and procedure manuals for dining service staff and valets to increase quality and to control costs.
58. May serve as an ad hoc member of appropriate Club committees.
59. Approves all product invoices before submitting to the Accounting Department.
60. Attends scheduled staff meetings.
61. Serves as club's opening and closing manager or manager on duty.
62. Performs other appropriate assignments and projects as required by the AGM.
63. Performs other tasks and duties that may arise.

Knowledge, Skill, Ability Requirements:

- High school diploma or GED required.
- A four-year college degree in Hospitality or related is preferred.
- Three years of dining room supervisory experience in private club preferred.
- Food safety certification preferred.
- Minimum 2 years experience in supervision.
- Must be highly organized and have an attention to details.
- Must be highly organized, able to handle multiple tasks simultaneously.
- Excellent communication skills, written and verbal required.
- Must be computer literate.
- Financial skills appropriate for position.

Physical Demands and Work Environment:

- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch. Continuous repetitive motions.
- Physical exertion over long periods of time
- May work in hot and humid environment.
- Push, pull and lift 50 pounds.
- Able to work in a busy, noisy environment.
- Able to handle multiple tasks simultaneously.
- Able to tolerate exposure to cleaning agents.
- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping.
- Continuous standing and walking, must be able to be on one's feet for extended periods of time.

The above list of job duties is not exhaustive. The incumbent may be required to undertake such tasks as may reasonably be expected within the scope of this position.