



Position Description

The Amelia Island Club

TITLE: RESTAURANT OPERATIONS MANAGER

CLASSIFICATION: EXEMPT

REPORTS TO: Director of Ocean Clubhouse Operations

DATE: October 2024

I. POSITION PURPOSE

Responsible for management of dining room service in a manner that is most pleasing to members and their guests while ensuring a high standard of appearance, hospitality and service in personnel and cleanliness of dining room. Responsible to supervise and train dining room staff, manage within budgetary restraints and develop and implement programs to increase revenues (repeat business and higher check averages)

II. ACCOUNTABILITIES

- Hire, train, supervise, schedule and evaluate dining room staff
- Plan dining room setup based upon anticipated guest counts and client needs
- Lead by example in adhering to and enforcing the standards set forth in the employee handbook and standard operating procedures
- Take reservations, check table reservation schedules and maintain reservation logs
- Greet and seat members and guests
- Supervise dining room staff to help ensure proper service
- Inspect dining room employees to ensure that they are always in proper and clean uniforms
- Provide appropriate reports concerning employee hours, schedules, pay rates, job changes, tip pools, etc.
- Ensure all side work is accomplished and cleaning of all equipment and storage areas are completed
- Direct pre-meal meetings with dining room personnel; relay information and policy changes and brief personnel
- Ensure correct appearance, cleanliness and safety of dining room areas, equipment and fixtures; checks that maintenance of all equipment in the dining room and reports deficiencies and maintenance concerns
- Make suggestions about improvements in dining room service procedures and layout
- Produces daily or meal-period revenue analyses and other reports from point-of-sale systems used in the dining room
- Ensures that the dining room and other Club areas are secure at the end of the business day
- Regularly inspect all front- and back-of-the-house service areas and equipment to ensure that sanitation, safety, energy management, preventive maintenance, and other standards of the department are met
- Maintain an inventory of dining room items, including linen, silverware, coffee pots, water pitchers, salt and pepper holders, and sugar bowls and ensure that they are properly stored and accounted for
- Develop and maintain the dining room reservation system, take reservations, check table reservation schedules and maintain reservation logs; book and execute functions as needed and maintain file and recaps on all Club events; develop and supervise the revenue control system and bill as necessary
- Monitor dining room labor and supplies budget, adjusting to achieve financial goals
- Develop and continually update and refine policy and procedure manuals for service staff
- Assist in service as needed
- Confirm that all dining room closing procedures have been completed and ensure that area is secure
- May serve as the Club's opening and closing manager or manager on duty



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- Ensure that all local and state laws and the Club’s policies and procedures for the food safety and service of alcoholic beverages are consistently followed
- Other duties as assigned

III. MINIMUM REQUIREMENTS

- High school diploma or GED preferred
- 3+ years of experience that is directly related to the duties and responsibilities specified or any similar combination of education and experience
- Demonstrated ability to hire, supervise and train employees, including organizing, prioritizing and scheduling/planning and demonstrated leadership skills in managing issues at all levels
- Ability to manage food and beverage cost controls and operating procedures
- Demonstrated accounting skills
- Demonstrated polished, professional appearance and presentation
- Ability to meet deadlines
- Ability to maintain quality and safety standards
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations
- Demonstrated strong oral and written communication skills to a wide variety of constituents
- Excellent interpersonal/relationship-building skills
- Excellent internal and external customer service

IV. Physical Demands and Work Environment

- Must be able to sit, stand, walk, squat, kneel, reach, bend, stoop, twist, climb, clean, walk on rough ground and lift up to 30 pounds
- Must be able to handle hot and cold interior and exterior conditions and exposure to dust, fumes or gases
- Must be able to work near moving machinery
- Independent mobility
- Flexible schedule

How to Apply

- Interested candidates should submit a resume and cover letter detailing their relevant experience in the position to Cynde Gilday, Human Resources Manager, to Gilday.Cynde@ameliaislandclub.com. Please include “Restaurant Operations Manager – (Your Name) in the subject line.