



Dining Room Manager

Club Information:

Forest Creek Golf Club is an exclusive residential community that embodies the true essence of southern hospitality. Our amenities include a 12,000 square foot clubhouse with a bar, grill room and banquet space for weddings and events. We feature a spectacular patio with space for year around alfresco dining. Members enjoy our newly expanded golf practice range, a state-of-the-art fitness center with an Olympic-sized pool, tennis and pickleball. We also have a nationally ranked men's locker room facility and a newly renovated ladies locker room. We boast two premier Tom Fazio designed golf courses which are consistently ranked in the top 100 for residential golf courses.

Job Summary

The dining room manager is responsible for creating an atmosphere of excellent service while exhibiting a standard of excellence and developing points of pride for membership and staff. They will supervise the clubhouse during dining hours and will be a visible presence in member-facing areas for a la carte shifts and club special events. This position is ideal for a career-minded club manager that aspires to become a food and beverage director or AGM.

Dining Room Manager Expectations:

1. Responsible for setting and maintaining an atmosphere of refined southern hospitality in all dining areas, creating a standard of excellence and points of pride for membership and staff while adhering to budgeted wage dollars and cost controls.
2. Ensure proper staffing levels to deliver high levels of member service and hospitality.
 - Collaborate with clubhouse and co dining room manager for scheduling for a la carte and banquet events, utilizing forecasted business volume and budgeted wage dollars to verify correct level of servers, food runners, halfway house attendants and bartenders. Schedules must be posted and emailed at least 7 days prior to the start of the new work week.
 - Administer uniform program, make sure we have ample quantities on hand for upcoming needs. Keep an accurate uniform inventory. Make sure the uniform receipt form is signed and correctly filed every time a new item is given out. Check for name tags at pre shift.
 - Keep staffing levels to par, interview for new team additions. Inform clubhouse managers of any turnover or additional staffing needs, actively pursue new front-of-house talent via networking, fresh recruitment strategies and interviewing to upgrade team. Comply with FCGC administrative protocol for hiring and onboarding new team members.
 - Model and enforce all FCGC employee policies through clear feedback, written documentation, and continual reference of the employee handbook.
3. Create and implement service standards and training protocol for all front-of-house hourly team members. Supervise existing service personnel's competencies and service levels:
 - Review and revise the server training manual as needed. Monitor the training server's adherence to the format. Verify new servers can pass all milestones outlined before they are permitted to go solo on the floor. Create food runner and halfway house attendant 3-day training protocol.
 - Create a new menu test for current and new servers.
 - Hold the team accountable to accepted hospitality standard and printed steps of service. Be visible and hands on modeling the behavior we must display: tray service, suggestive sales, proper clearing of tables, POS speed and skill, verify accuracy of guest checks.

- Be visible and on the floor during all shifts you are responsible for. Every table gets a manager visit.
 - Design and lead an interactive and educational preshift each a la carte dinner and banquet event. These shifts must include an educational component (wine tasting, or service step to work on) outline of reservations and table assignments, information on specials for the evening, any 86 items and available desserts.
 - In conjunction with co-manager, create and review annual performance evaluations for FOH team.
4. Halfway House Oversight
- In conjunction with leadership and executive chef improve sanitation standards and guest facing view of halfway houses
 - Schedule team according to projected business and golf tournament activity.
 - Visit each halfway house at least two times per week for purposes of checking sanitation, employee interaction with members, uniform standards, and freshness of food.
 - With culinary leadership create and implement a system for food and beverage requisitioning for halfway house restocking
 - Oversee EOM halfway house food and beverage inventory, drive proper rotation and inventory levels of product.
 - Interact with executive chef and clubhouse manager to improve presentation and packaging of food items.
 - With the administrative assistant ensure the video boards are up to date with current offerings
 - Oversee the golf course apple program.
5. Be the member and guest facing presence in the club house ensuring cleanliness, music levels room sets, thermostats are all set to our standard.
- Greet all visitors to the Clubhouse.
 - Maintain CH dress policy for members and guests.
 - Assist with to go and pool order taking, ring in POS accurately.
 - Oversee food runner, assist with expediting lunch shift during peak times as necessary.
6. Lead by Example
- Cultivate a positive hospitality centered culture. Reward successful little extra efforts.
 - Maintain dining room presence during service hours: greet members by name, monitor service for improvement and elimination of friction points.
 - Display a high sense of responsibility for team-respond immediately to team member concerns.
 - Set the example of an engaged, resourceful leader.
 - Be “hands on” by stepping in to help whenever and wherever necessary.
7. Daily Duties
- Inspect all guest facing areas of clubhouse prior to each shift. Check the lighting, music, temperature, cleanliness, and organization of all public areas. Unlock the door.
 - Maintain a safe environment for members, guests, and employees by continually monitoring areas for slip and fall hazards, broken equipment or furniture, and improper use of supplies.
 - Ensure patio dining areas are set for service prior to shift opening.
 - Monitor reservations and proper staffing prior to beginning of shift.
 - Visit Halfway houses as described.
 - Input specials priced for profitability into Club Essentials before lineup every evening.
 - Ensure proper menus are in place and clean.
 - Attend the manager’s meeting on Wednesday at 3pm
 - Display an in-depth knowledge of daily and weekly banquet events.
 - Oversee table assignments and dining room set up prior to pre shift meetings.
 - Ensure completion of opening, running, and closing side work by service personnel, post need areas on communication board for AM servers.

- Ensure manager or host is in proximity of entrance and greeting/seating members during service hours.
- Ensure servers are following steps of service and protocol.
- Continually interface with culinary leaders on reservations levels, member requests, member needs

8. General:

- Success will be judged primarily on the results in applicable areas of influence including but not limited to member satisfaction, productivity, revenue and expense control, service levels, employee service standards, hiring, discipline & team retention, halfway house operation enhancement.
- Be available and on the floor during peak service times. Every table must get a manager check in. Balance the need to be on the floor and administrative tasks.
- Display 100% knowledge of all food & beverage options for various areas of supervision.
- Assure that state and local laws and the club's policies and procedures for the service of alcoholic beverages are followed.
- Assist leadership in enforcing all member rules and policies.
- Communicate all complaints, compliments/accidents/major equipment failures or service interruptions to clubhouse manager.
- Be on time for all scheduled shifts, communicate days off requests to clubhouse manager at least 30 days in advance, and vacation requests 60 days in advance. Adhere to manager dress policy.

9. Summary:

- Through initiative, observation, and self-education of club trends you are empowered to find solutions to our challenges. Leadership will revise and upgrade this document via monthly formal check in feedback conversations with you regarding your goals, strengths, need areas and ideas. There is an opportunity for job growth and promotion for the self-directed, motivated manager at Forest Creek Golf Club. This document lays out the expectations of the basis of your performance - - as a leader in country club management; Forest creek will support you as you journey along your path of success.

Qualifications:

Two years' management experience in a private club, resort or full-service restaurant is required. A hospitality management degree is preferred. Qualified candidates will be reliable, professional and be able to excel in a team environment while exhibiting excellent interpersonal and communication skills.

Salary and Benefits

Competitive base salary based on qualifications, and inclusion in the year-end holiday bonus program. Benefits for eligible employees include paid time off, health, vision and dental insurance, 401K retirement plan, golf privileges and golf shop discount.

Department: Food and Beverage

Reports to: Director of Clubhouse Operations

This position is currently available. Interested candidates should email a cover letter and resume to: Mary Dutton, Director of Clubhouse Operations, mdutton@forestcreekgolfclub.com