

Supervisor

Education and/or Experience

- High School education or equivalent.
- Previous fine dining and/or banquet experience.
- Minimum two years of experience as a head waiter or wait staff supervisor in a fine dining venue.

Job Knowledge, Core Competencies and Expectations

- Knowledge of the principles, procedures and equipment used in the storage, care, preparation, cooking, dispensing and serving of food in large quantities.
- Ability to suggestively sell wine and cocktails.
- Good organizational and follow-through skills.
- Ability to demonstrate proper wine service.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Manage food and beverage service for members and guests in the dining room. Supervise dining room staff. Maintain order and cleanliness and ensure that member satisfaction standards are consistently attained.

Job Tasks/Duties

- Greets members and guests.
- Suggests and describes available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests.
- Coordinates food service between kitchen and service staff.
- Inspects all linens daily for proper appearance.
- Maintains all silver and copper service ware items.
- Resolves member and guest complaints.
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed.
- Assures that revenue control procedures are continually followed.
- Selects, trains, schedules, supervises and evaluates service staff.
- Inspects dining room to ensure proper maintenance, cleanliness and safety.
- Provides layout and design recommendations to applicable managers.
- Suggests dining room decorations for special themes.
- Assures that pre-opening and closing cleaning tasks are assigned and completed as required.
- Manages the guest reservation system and a waiting list, if necessary.
- Assists with service of food and beverages in outlets and for special functions when needed.
- Assists with table clearing and re-setting as needed.
- Suggests when additional service supplies and small equipment are needed.
- Enforces established rules, regulations and policies.
- May serve as club's opening or closing manager or manager on duty.
- Assists in dining room inventory assessments.
- Suggestively sells daily specials to all members and guests.
- Conducts pre-service employee briefings (line-up meetings).
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Coordinates any special requests including dietary needs with the Executive Chef.
- Completes other appropriate assignments made by the Dining Room Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

- Of legal age to serve alcoholic beverages.

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.