



Dining Room Manager

Club Information:

Ridgewood Country Club is a private member-owned Club that was established in 1920. The Club's facilities include an 18 hole golf course designed by renowned golf course architect Devereux Emmet, four outdoor tennis courts, outdoor pool and bathhouse. There are several dining areas that include a casual member Pub Room that seats 100+, banquet hall seating 180, Terrace Room seating 60, Grill Room seating 60, Outdoor Patio seating 100+ and Pool Snack Bar. We at Ridgewood are committed to helping our team members achieve their career goals in the food and beverage industry.

Job Summary:

The Dining Room Manager will be responsible for all dining operations ensuring the highest standards possible and to exceed the members' expectations. This is a wonderful opportunity for a highly motivated individual with a strong food and beverage background and interest along with a friendly outgoing personality. The successful candidate will be joining a team of dedicated professionals who enjoy a great work environment where there is a high level of respect and support amongst employees. Exceeding members' expectations is every employee's goal and we are seeking an exceptional individual who will embrace this goal and continually identify opportunities to improve services and staff performance. This individual will be comfortable facing new challenges, implementing new ideas, interacting with members and being a team leader.

Objectives:

- Attention to detail and ability to organize, prioritize and plan ahead in a fast paced environment
- As Dining Room Manager you will motivate and lead team members in the kitchen (runners and bussers) and dining room while maintaining a positive, friendly environment. You may also serve as lead host, setting the tone for guests as they enter the restaurant. Other duties include making the FOH schedule, managing FOH personnel, monitoring FOH inventory, taking pictures for social media to send for the AGM and ensuring safety protocols are being followed.
- Assist with the hiring, training and supervision of food and beverage staff
- Assure that effective orientation and training for new staff and professional development activities for experienced staff are implemented (i.e – training packets, PowerPoints, staff meetings, checklists for shift work).
- Greet members and guests and oversee service on a routine basis. Prominent face on the Front of House Floor.



- Maintain a visible presence in the dining areas and all functional areas of the club to ensure service excellence, member satisfaction and a pleasing appearance at all times- reporting directly to the AGM with updates/comments.
- Oversee all dining areas to ensure smooth operations, quality products and exemplary service.
- Performs tasks and duties under general supervision
- Coordinate planning and supervision of Club events with the Assistant GM and Executive Chef
- Address and resolve member complaints and suggestions
- Observes guest reactions and confers frequently with servers to determine guest satisfactions, dissatisfactions- reporting to the AGM
- Assist with monitoring Food and Beverage supplies and order items upon approval
- Communicate reservation updates to the food and beverage team
- Assist with directing the set-up and breakdown of Club events
- Sufficient scheduling ability based on club activity and events – schedule must be sent out weekly by Thursday mornings
- Ensure financial goals of the department are being met by managing labor costs, supplies and equipment' based on given budget
- Implementing proper uniforms at all times for the entire Front of House Staff.
- Determine the needs of customers and persuasively present sales options through verbal face-to-face and telephone interactions.
- Obtain ServSafe certification or similar certification at start of employment.

Qualifications:

- Qualified candidates will have prior management experience in Private Clubs and/or high quality hotel, resort, or restaurant or similar experience. The successful candidate will have a firm understanding of POS Systems. He/She will have excellent interpersonal and communication skills. They will have a proven track record of team leadership, attention to detail and commitment to excellence.
- You have earned at least a High school diploma or general education degree (GED).
- You possess a solid knowledge of a la carte dining standards, food and beverage, member and guest relations, and etiquette.
- You have the ability and experience to successfully lead and coordinate staff in a high volume, time-sensitive environment.
- You are willing and able to work varying schedules to reflect the business needs of the club. Work schedules will include working on nights, holidays, weekends, and alternate shifts.
- Obtain ServSafe certification at start of employment.



Ridgewood Country Club

Benefits:

Life Insurance

Employee Health Benefits

401k after One Year of Employment

Paid Vacation

Complimentary Meals – lunch and dinner

Job Type: Full-time

Please send resumes to s.bischof@ridgewoodcc.com