

Llanerch Country Club

Havertown, PA.

Position: Dining Room Manager (Full- Time)

Job Description:

Llanerch Country Club is looking for a polished, experienced and hardworking individual to join our team. As a Dining Room Manager, you are responsible for managing all dining areas at our private Clubhouse and to deliver an excellent Guest and Member experience. This role reports directly to the Director of Food & Beverage Manager and would also require to optimize sales and ensure staffing levels meet demand. You will be responsible for performing the following tasks to the highest standards.

- Have a strong management presence on the floor to ensure proper food and beverage service.
- Conduct pre-shift meeting and other meetings with staff to ensure club standards are being upheld and followed.
- Have a keen eye for detail in all the dining areas and in service.
- Develop a professional rapport with the members.
- Greets members and guests ensuring a positive experience when needed, will successfully handle service recovery issues.
- Supervise Ala Carte and banquet servers, interacted works with other departments to ensure Members and Guests expectations that are exceeded and Club financial goals that are attained. Assists Catering director with promotion of the Club's dining facilities for private banquet.
- Manage banquet and Ala Carte.
- Supervise & lead all set-ups, break-down & event preparation/ production.
- Maintain exceptional levels of customer service.
- Evaluate guest satisfaction levels with a focus on continuous improvement.
- Identify any areas that need attention.
- Maintain good communication & work relationships in all areas.
- Ensure ongoing training is progressively carried out.
- Manage staff performance & daily responsibilities in compliance with company policies & procedures.

Experience:

At least **three** years' experience in Food & Beverage/ Hospitality field. Experience with direct supervision is highly valued.

Compensation:

Based on candidate's experience.

Excellent Benefits Package.

Please send your Resume to chylton@llanerchcc.org

No phone calls please.

EOE