



Title: Dining Room Supervisor

Reports to: Clubhouse Manager

Vicmead Hunt Club, located in Wilmington, Delaware, was founded in 1920 as a foxhunting club. Though the activity of fox hunting ceased long ago, the Club maintains the feel of an intimate country farmhouse, surrounded by horses in open pasture, on acres of undeveloped scenic property. On its two campuses, Vicmead Hunt Club and Bidermann Golf Course, the Club offers a vibrant array of activities including tennis, squash, paddle tennis, pickleball, golf, swimming, dining, and a full calendar of member social events in this unique ambiance. The two campuses are situated 3 miles apart from one another, each with its own dining facility and the ability to provide on and off premise catering for special events including weddings, golf outings and milestone celebrations.

The Vicmead campus is the heart of this casual family-friendly Club. Here members of all ages gather for relaxed poolside dining in the summer and cozy fireside meals in the winter. Bidermann Golf Course is home to a world-renowned 18-hole course sitting in the quiet landscape of Winterthur Museum. Vicmead and Bidermann's country casual atmosphere and understated elegance make for one of the most unique Club experiences in the entire Mid-Atlantic region. The Club has an incredible culture that values both its members and staff, and the commitment to exceeding member expectations.

Objective:

The Dining Room Supervisor oversees the food & beverage operations at both the Bidermann Farmhouse and other outlets on the Bidermann property during season, in addition to the Vicmead member dining spaces. They work directly with the kitchen and service staff to execute regular lunch and dinner dining services, as well as club events. The Dining Room Supervisor is responsible for entering all dining room sales into Jonas, producing reports for accounting, and distributing end-of-shift reports, as they relate to the budget. In addition, they provide supervision and floor support at Vicmead during member dining, Club events, and catered events.

GENERAL STATEMENT OF DUTIES:

This is a supervisory position.

Duties Include:

1. Supervise the activities and personnel for Member Dining.
2. Render professional advice, opinions, assistance, and services on related operations.
3. Ensure the Clubhouse Manager is fully informed.
4. Render professional opinions and assistance in personnel management and evaluation, employee safety, and personnel discipline, as needed.

Position Responsibilities and Tasks:

1. Assist in overseeing food and beverage operations of member dining and Club events. This includes supervision of all staff and event details during any scheduled shift.
2. Maintain a high level of staff and member visibility by interacting with all on a regular basis.
3. Participate as an active member of the Food/beverage management staff in improving the service and operation of the Club.
4. Complete daily reports on a per shift basis in accordance with established standards.
5. Secure building facilities according to proper procedures, as scheduled.

6. Complete daily walk-through inspections of clubhouse and facilities to maintain cleanliness, safety, and sanitation of bar areas, storage areas, glassware, and equipment.
7. Handle member and guest complaints and/or issues with full discretion to act accordingly.
8. Manage reservation process for member dining and Club events,
9. Manage website daily and communicate with staff to ensure reservations are being processed according to established procedures.
10. Manage take-out orders as they come in, while maintaining constant contact with kitchen staff.
11. Complete proper billing for end of month procedures.
12. Acquire and total all sales for member dining, satellite food, beverage facilities, and associated front-of-house labor, beverage, supplies, and other miscellaneous costs in preparations for billing and submit to Clubhouse Manager.
13. Check in with satellite outlets bi-weekly to ensure they are well stocked and prepared for business.
14. Act as floor support in a supervisory role at Vicmead during lunch and dinner services, Club events, and non-member and member catered events.
15. Ensure facilities, supplies, and equipment are in good working order and aesthetically pleasing.
16. Ensure safe working conditions for all personnel throughout Club operations.
17. Consistently promote Club cultures and traditions.
18. Recommend industry trends for incorporation in Club events and happenings when applicable.
19. All other duties assigned.

Working Conditions:

1. Works indoors and outdoors in a variety of weather conditions.
2. Varying schedule to include evenings, weekends, holidays and extended hours as business demand requires.

Requirements:

1. Ability to follow and give verbal instructions to all staff.
2. Ability to supervise subordinates.
3. Ability to stand, walk, push, pull, lift, grasp and bend.
4. Ability to lift 50 pounds occasionally, 30 pounds frequently and 20 pounds constantly.

Acceptable Experience/Training:

1. Advanced knowledge of hospitality operations preferred.
2. Experience utilizing a POS system (JONAS preferred).
3. Must have dependable transportation to and from job. (**Note:** Club is not on regular bus route.)
4. Current Delaware Alcohol Beverage Control (ABC) Certification

Please send cover letter & resume to Alex Treptow via email at atreptow@vicmead.com