



POSITION OVERVIEW:

In this role, you will be responsible for overseeing the ala carte food and beverage operation while continuing our practice of creating an exciting and positive culture for our employees, along with exceptional experiences for every member. You will report directly to the Food and Beverage Director and will learn private club management through hands-on experience at a busy and engaging private golf club. In addition, he/she must be able to communicate the expectations of the department committee and managers to the staff.

DEPARTMENT: Food & Beverage

POSITION TITLE: Dining Room Supervisor

REPORTS TO: Food & Beverage Director, Assistant Food & Beverage Director, Clubhouse Manager, GM

SUPERVISES: Ala Carte Dining Staff, Hosts, Servers, Bussers, Food Runners & Bartenders

STATUS: Full-time

POSITION DETAILS: Responsible for the supervision of Ala Carte Dining Room Staff, Bar staff, service, and sales. Plans and manages floor plans, quality of service, end of night duties and daily paperwork. Ensures the standards are consistently exceeded, side work is completed and the needs of the club members and guests are met. Works closely with the Food & Beverage Management Team on the needs of the Food & Beverage department.

ESSENTIAL DUTIES:

- Has a positive attitude, is always visible and present, and represents the Club in a professional manner
- Enforces house rules including dress code
- Supervises staff and service ensuring quality standards are met
- Attends dedicated staff meetings, educational opportunities and holds daily menu meeting with the scheduled staff
- Receive & resolve complaints concerning food, beverage and service
- Completes an end of night audit of closed checks and other paperwork to confirm correct check data, proper closure and is able to edit and correct mistakes using Jonas software
- Coordinates with accounting department to help with any billing issues, credits or inquiries
- Ensures closing reports are completed daily and sent to Club GM, Clubhouse Manager, Chef & Food and Beverage Directors
- Participates in enforcing safety protocols, monitors situations and communicates to management the need for preventative maintenance

- Advises maintenance department of any broken, damaged, and or malfunctioning equipment or furniture using the Work Center
- Enforces standards on handling china, glass and silverware to minimize breakage and loss
- Makes sure all member dining areas, bars and furniture are cleaned and polished, meeting the visual appearance desired
- Greets guests, oversees actual service and makes sure that staff has greeted members in a timely manner, touches tables throughout the visit and gathers feedback
- Supports team members in dining service, may serve food or drinks
- Oversees aspects of cleaning and organizing of service areas, bars and storage rooms
- Sets up stations and duties for the staff on a consistent and fair basis
- Assures all side work is completed for that day and set up has been done for the next shift
- Coordinates with management areas of training with staff, as needed
- Coordinates with kitchen to produce menus for daily specials and other print materials, as needed
- Answers telephone, takes reservations and handles inquiries
- Is knowledgeable of and promotes club functions and events
- Will comply with all club policies, state and federal laws surrounding supervising employees
- Assures the policies and procedures of the department that are in place are achieved

REQUIREMENTS/EDUCATION/EXPERIENCE:

High School Diploma, College Degree in Hospitality or other related field or an equivalent combination of education and service experience

Please send your letter of interest along with your resume to be considered to:

Michelle Hawk
 Food & Beverage Director
 Tavistock Country Club
 100 Tavistock Lane
 Haddonfield, NJ 08033
mhawk@tavistockcc.com