

Appleridge Senior Living

Career Opportunity

Job Title – Dining Room Manager

Position Type: Full Time Exempt

Work Schedule: 40 hours

Supervisor: Executive Director

This position is responsible for dining room management, scheduling, and high end service. Responsibilities include managing and training the server staff/FOH in the dining department in a manner most pleasing to residents and their guests; assuring a high standard of appearance, hospitality and service in personnel and cleanliness of the dining room.

Key Responsibilities:

- Manages all Front of House (FOH) staff
- Ensures a quality dining experience for residents
- Serves as liaison between the dining room and kitchen staff
- Greets all guests with enthusiasm and friendliness
- Works in direct guidance and supervision of the Executive Director
- Responsible for the training and continued performance of the wait staff
- Prepares front of the house schedule
- Assists other departments in the promoting, booking and staffing of private functions; helps set up for private functions
- Assists with interviewing, reference checks and decision making of new wait staff
- Assigns and trains for prep areas
- Covers all and any staff during staff shortages if necessary
- Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, salt and pepper holders, sugar bowls and linen and ensures that they are properly stored and accounted for
- Submits work orders in a timely manner to ensure upkeep, function and appearance of dining areas are properly meeting expectations

- Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and to control costs
- Holds staff meetings once a month
- Responsible for executing daily cleaning schedule
- Schedules personnel and plans dining room setup based on anticipated counts, guests and client needs
- Prepares and distributes reports as requested, works with Director of Marketing and Director of Recreation and Wellness on new programs, new resident seating and other projects; Keeps the Executive Chef informed of this information as well
- Takes reservations, checks table reservation schedules and maintains reservations log
- Inspects dining room employees to ensure that they are always in proper and clean uniforms
- Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to health and safety regulations
- Assures that the dining room and other usage areas are secure at the end of the business day
- Keeps work environment clean and organized
- Manages side work and signs off on completed tasks
- Coordinates with Executive Chef for events

Requirements:

- Must be empathetic, energetic and have an affinity for working with the senior population
- Ability to stand, walk, lift and bend for long periods of time
- Ability to lift and carry 40 pounds
- Ability to demonstrate competency as outlined in the training schedule
- Must have flexibility with schedule to include holidays and weekends
- Excellent people skills and outgoing personality
- Must maintain a professional relationship with all coworkers and guests
- Ability to work independently and as a team player