1909
GREENSBORO COUNTRY CLUB

Updated 4-02-2013

I. POSITION: Assistant Operations Manager

II. DEPARTMENT: Dining Room

III. JOB SUMMARY: The Asst. manager serves as first-in-command of their assigned dining room/area and periodically serves as manager on duty. The Asst. manager assists the Operations manager in supervising front of the house staff. They assist in developing events and other functions for the club, hire, train and supervise staff, as well as assure that service and quality standards are consistently attained.

IV. ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Hire, schedule, supervise and manage wait staff, bartenders, and food runners.
- Assist and supports the operations manager.
- Assume complete charge of the dining room.
- Training of all new service staff.
- Supervises and checks the dining room and bar for completed opening and closing duties.
- Makes any daily menu changes necessary in the POS computer and on the printed menu.
- Assures that food service standards are consistently attained.
- Serves as liaison between the dining room and kitchen staffs.
- Communicate with food and beverage staff to ensure guest satisfaction.
- Maintain a professional relationship with all coworkers.
- Ensure that guest have a positive and memorable experience.
- Designs floor plans according to reservations.
- Plans dining room set-up based on anticipated guest counts and client needs.
- Takes reservations, checks table reservation schedules, and maintains reservations log.
- Inspects dining room employees to ensure that they are in proper and clean uniforms at all times.
- Confirms time, attendance, and hours worked and approves weekly departmental payroll prior to submitting it to the Payroll Office.
- Performs daily POS closeout and tip distribution requirements (if applicable). Verifies proper information for all staff incentive programs.
- Submits appropriate reports concerning employee hours, schedules, pay rates, job changes, tip pools, etc.
- Receives and resolves complaints concerning dining room service.
- Serves as liaison between the dining room and kitchen staff.
- Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule.
- Directs pre-meal meetings with dining room personnel; relays pertinent information such as house count and menu changes, special member requests, etc.
- Assures the correct appearance, cleanliness and safety of dining room areas, equipment and fixtures; checks the maintenance of all equipment in the dining room and reports deficiencies and maintenance concerns to operations manager.
- Makes suggestions about improvements in dining room service procedures and layout.
- Trains staff on all aspects of the POS system.
- Assures that the dining room and other club areas are secure at the end of the business day.
- Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, glassware, flatware and china, salt and pepper holders, sugar bowls and linen and ensures that they are properly stored and accounted for.
- Develop and maintains the dining room reservation system.
- Develop and implements an ongoing marketing program to increase dining room business.

- Monitors dining room labor
- Utilizes computer to accurately charge members.
- Attends scheduled staff meetings.
- May serve as club's opening and closing manager or manager on duty.
- Works with Executive Chef to update, review and print weekly menu changes.
- Assists in developing wine lists and beverage promotions.
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.

V. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have a passion for working with food and beverage to consistently deliver excellent dining experiences.
- Good organizational and management skills.
- Superior oral and written communication skills.
- Good attention to detail plus the ability to quickly identify and resolve problems.
- Understanding and knowledge of safety, sanitation and food handling procedures.
- Previous management experience.
- Ability to take direction and work in a team environment.
- Ability to work calmly and effectively under pressure.
- Must have problem solving abilities, be self-motivated and organized.
- Commitment to quality service, and food and beverage knowledge.

VI. MINIMUM QUALIFICATIONS:

- Associates Degree and/or two years of management experience
- Country Club and/or restaurant experience preferred
- Ability to reach, bend, stoop and frequently lift up to 35 pounds and occasionally lift/move 50 pounds.
- Be able to work in a standing position for long periods of time.
- Ability to multi-task.

VII. REPORTS TO: Operations Manager

VI. SUPERVISES: Hourly service staff

RECEIPT AND ACKNOWLEDGEMENT:

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of Greensboro Country Club, Inc.
- I have read and understand this job description.

Print Employee Name:_____

Employee Signature:_____

Date:_____