

Chevy Chase Club

Job Description

Job Title: Restaurant Manager
Department: Winter Center Service
Reports To: Food & Beverage Director
FLSA Status: Exempt
Prepared By: Elisha Cicerone, Food & Beverage Director
Prepared Date: 8/24/18

SUMMARY

The Restaurant Manager plans, coordinates, implements and maintains food and beverage standards and procedures that will improve the staff, services, and overall member satisfaction of the Winter Center Casual Dining Outlet. Facilities include; a 200 seat dining area with 120 patio seats during the summer months, two bars, 8 lane duckpin bowling alley and private function room. Gross food and beverage revenue is \$2.7 million. The Restaurant Manager will set the example for all areas as outlined and maintain a professional, business profile while acting as a Chevy Chase Club representative. He/she will assist in all areas as assigned, promoting team work and maintaining the standards and policies of the Club. The Restaurant Manager will be highly visible and interact with the membership frequently.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Ensures the meeting and exceeding of member expectations concerning Winter Center food and beverage service including timeliness, accuracy, quality, sanitation and communication through maintaining standards and goals.
2. Ensures staff is well groomed and in proper uniform at all times.
3. Responsible for creating and implementing staff training manuals and programs.
4. Responsible for initial and continual staff training of management team and line level.
5. Develops and maintains awareness of standards regarding Winter Center policies and procedures.
6. Develops incentive programs to increase employee morale.
7. Actively participates in weekly food and beverage, special events and committee meetings (when applicable).
8. Investigates and resolves complaints from members and staff.
9. Responsible for both the annual Winter Center operating and capital budget. Works within those budget limitations once approved utilizing tracking methods. Completes variance reports and other financial reports as required.
10. Assures proper inventory of all Winter Center service supplies and maintains monthly checkbook.
11. Responsible for selecting and ordering all service related materials and service items pertaining to the Winter Center department and authorized by the budget. Responsible for compliance with control procedures and ensuring timely receipt and proper handling and storage of such materials.
12. Responsible for forecasting and planning seasonal needs.
13. Responsible for scheduling and payroll.
14. Responsible for coordinating efforts with Human Resources in the following: recruiting, hiring, orienting, evaluating, rewarding, disciplining, terminating and any other employee related issues.
15. Responsible for developing detailed plans and the successful execution of Winter Center special events in conjunction with Director of Special Events, Banquet Manager, Executive Chef, and Executive Housekeeper.
16. Responsible for maintaining proper safety standards, adherence to safety policies, and applicable Health Department regulations.
17. Assures the neatness and cleanliness of all Winter Center areas.
18. Regularly inspects all front of the house service areas and equipment to assure sanitation, safety, energy management, preventative maintenance and other department standards are met.
19. Plans professional development and training activities for assistant managers and line level employees.
20. Assures the state and local laws and the Club's policies and procedures for the service and consumption of alcoholic beverages are consistently followed.
21. Writes and submits articles for the Club's bi-monthly bulletin and social dining emails as applicable.
22. Creates improvements in dining room service procedures and executes accordingly.
23. Develops and implements on going marketing and promotional materials to increase business.
24. Responsible for assisting in the bowling operations of the facility and provides support as needed.
25. Develops and implements promotional materials for the Winter Center.
26. Diagrams buffet tables, guest tables and other function room setup needs in conjunction with the catering team for all club functions and private parties occurring in the Winter Center.
27. Holds pre function meetings with service staff to ensure smooth, efficient service; assigns server assignments and coordinates the accurate timing of meals with culinary team.

28. Keeps abreast of industry changes, trends, and products as it relates to casual dining operations.
29. Develops and maintains awareness of standards regarding dining policies and procedures.
30. Responsible for strategic planning of the Winter Center team both short and long term.
31. Places maintenance requests as needed for all Winter Center spaces, kitchen, office, and storage.
32. Works with Communications Director for signage on buffet, posters as needed for Winter Center events.
33. Oversees service and overall operation of the Golf Canteen.
34. Responsible for upholding the mission, policies, and culture of Chevy Chase Club including the operational bylaws and employee handbook.
35. Acts as Manager on Duty when assigned
36. Completes management projects as assigned by the General Manager or Food & Beverage Director.

SUPERVISORY RESPONSIBILITIES

Directly supervises assistant managers, event captains, interns, line level employees, and temporary labor as well as other food and beverage service departments when applicable. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A/B.S) or equivalent from four year college; with minimal 3-5 years related experience and/or training; or equivalent combination of education and experience. Hospitality degree is preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

Must continuously hold certification in property food safety through ServSafe or similar accredited institution. Must be continuously certified in the intervention training for the responsible sale, service and use of alcohol. (TIPS or related certification).

COMPUTER SKILLS

Jonas Club Management Software, Clear Sky, proficiency in Microsoft Office including Word, Excel, Outlook, and Power Point.

LANGUAGE SKILLS

Ability to read and interpret multiple documents such as safety rules, operating instructions, financial documents, professional journals and procedure manuals. Ability to write complex reports and correspondence. Ability to speak effectively before groups of members or employees of the Club.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts of basic algebra and geometry. Ability to interpret financial statements and conduct variance reports.

REASONING ABILITY

Ability to apply problem solving skills to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving concrete variables in standardized or changing situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to balance. The employee is occasionally required to sit and taste or smell. The employee must regularly lift and/or move up to 15 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

Employee (Print Name)

Employee Signature

Date

Supervisor Signature

Date

