



JOB DESCRIPTION: DINING ROOM CAPTAIN

POSITION: Dining Room Captain

Reports to: AGM/Food and Beverage Manager

Supervises: Banquet and A la Servers/Bartenders

Job Summary (Essential Functions)

Manage the service of members and guests in the dining room. Supervise dining room staff; maintain order and cleanliness; assure that member satisfaction standards are consistently attained.

Job Tasks/Duties

- Receives and greets members and guests
- Suggests and describes available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests
- Coordinates food service between kitchen and service staff
- Inspects all linens daily for proper appearance
- Maintains all silver and copper serviceware items
- Resolves member/guest complaints and report to AGM
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed
- Assures that revenue control procedures are continually followed
- Helps select, train, supervise and evaluate service staff
- Inspects dining room to ensure proper maintenance, cleanliness and safety
- Provides layout and design recommendations to applicable managers
- Suggests dining room decorations for special themes
- Assures that pre-opening cleaning tasks are assigned and completed as required
- Manages the guest reservation system
- Assists with service of food and beverages in outlets and for special functions when needed
- Assists with table clearing and resetting as needed
- Suggests when additional service supplies and small equipment are needed
- Enforces established rules, regulations and policies
- Acts as Dining Room Manager in the absence of the manager; may serve as opening or closing manager and/or Manager on Duty (MOD)
- Assists in dining room inventory assessments
- Completes all end of shift reports sent to all managers at Club

Education and/or Experience

- High school graduate or equivalent.
- Previous fine dining and banquet experience.
- Must be at least 18 years of age to serve alcohol.
- Minimum two years of Serving experience.

Job Knowledge, Core Competencies and Expectations

- Knowledge of the principles, procedures and equipment used in the storage, care, preparation, cooking, dispensing and serving of food in large quantities.
- Able to work flexible schedule that includes weekends, holidays and split shifts.
- Must have good communications skills and a dynamic, outgoing personality.
- Good organizational and follow-through skills.
- Ability to demonstrate proper wine service.
- Knowledge of kitchen and banquet equipment.
- Knowledge of and ability to perform required role during emergency situations

Licenses and Special Requirements

- Food safety certification preferred.
- TIPS certification preferred.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.