



Dining Room Manager

Job Title: Dining Room Manager

Department: Food & Beverage

Reports To: Food & Beverage Manager

About Kernwood Country Club:

Kernwood Country Club, nestled on the picturesque North Shore of Massachusetts, is a hidden gem established in 1914 by a group of visionary Boston business leaders. This stunning golf course, designed by the renowned Donald Ross, offers a challenging yet enjoyable layout that appeals to golfers of all skill levels.

With a focus on family and community, Kernwood is proud to maintain a small membership of around 300 members, fostering a close-knit atmosphere where members can truly connect. The club emphasizes exceptional service, and our dedicated staff is committed to ensuring that every visit is a memorable one. Whether you're hitting the course or enjoying time with family, Kernwood Country Club is a welcoming haven for all.

About the Role:

The Dining Room Manager is responsible for overseeing all aspects of dining room operations, ensuring the highest level of service, cleanliness, and appearance for both daily service and special club functions. This role requires a hands-on leader who is always present on the floor, actively managing the dining and bar staff while maintaining a seamless dining experience for members and guests. The Dining Room Manager supervises and trains staff, enforces service standards, and works within budgetary constraints to maintain operational efficiency.

Role & Responsibilities:

- Responsible for checking in on all F&B outlets in the absence of the Food and Beverage Manager.
- Act as the primary point of contact for all dining room operations, always ensuring smooth and efficient service.
- Receives and resolves complaints related to food, beverages, or service (under guidance of Food & Beverage Manager)
- Oversee and direct the dining and bar staff, ensuring that service standards are met, and guests' needs are promptly addressed.
- Encourage a culture of teamwork and communication across all staff in the F&B department.

- Ensure all F&B staff adhere to company policies, including attendance, dress code, and behavioral standards.
- Lead pre-shift meetings to communicate key updates, specials, guest expectations, and service details.
- Be visible and active on the floor during all service hours, providing guidance, assistance, and leadership to staff members.
- Oversee and coordinate training for servers, bartenders, and hostess so that food/bar service is executed smoothly and professionally meeting club expectations.
- Monitor staff performance during shifts, offering support and corrective actions when necessary.
- Manage dining room service for club functions ensuring the experience exceeds both member and guest expectations.
- Ensure the dining room and bar areas are clean, organized, and presentable at all times.
- Actively engage with both members and guests to ensure a positive dining experience, handling special requests or concerns.
- Collaborate with direct supervisor to assess operational needs and propose improvements.
- Creates the weekly schedule for all dining room staff while monitoring and controlling the schedule to efficiently optimize labor costs while maintaining service levels.
- Create floor plans for room set-up based upon anticipated reservation counts and member needs.
- Assists with greeting and seating members and guests.
- Enforces all club rules and regulations.
- Provides daily reports of service to management staff.
- Serves as liaison between the dining room and kitchen.
- Assign daily side work.
- Assures that the cleaning of equipment and storage areas is completed according to schedule.
- Assures the correct appearance, cleanliness and proper set-up of the dining room.
- Checks the maintenance of all equipment in the dining room and reports deficiencies.
- Responsible for maintaining and auditing the POS system. (Jonas)

Qualifications:

- Proven experience in a hospitality leadership role.
- Strong leadership and team management skills, with the ability to motivate, develop, and guide staff.
- Exceptional customer service and communication skills with a passion for providing outstanding member and guest experience.
- In-depth knowledge of dining room service standards and food & beverage.

- Ability to handle high-pressure situations while maintaining attention to detail.
- Strong organizational skills and ability to multitask effectively.
- Ability to work within budgetary constraints and manage operational costs effectively.
- Knowledge of health and safety regulations, as well as food safety and sanitation practices.
- Required to work evenings, weekends, and holidays based on the schedule of events.
- Knowledge of POS systems and scheduling software.

Education and Certification Qualifications:

- Degree in Hospitality Management or a related field.
- Certification in food safety or hospitality management (e.g., ServSafe, tips certified).

Physical Requirements: Ability to stand for long periods, lift up to 35 lbs, and work in varied indoor and outdoor settings.

Compensation/Benefits:

- Commensurate with experience and qualifications.
- Professional development opportunities.

****This position is set to begin in mid-March 2025****

To Apply, Send Resume and Cover Letter to:

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