

Director of Service Operations

Related Titles: Dining Services Manager; Food and Beverage Manager

Reports to: Assistant General Manager

Supervises: Outlet Managers/Supervisors; Service Staff

Education and/or Experience

- Four years of college or university with a preferred degree in Hospitality Management or Culinary Arts.
- Five years or more as a food and beverage manager with two of those years in a similar position in a fine dining situation.

Job Knowledge, Core Competencies and Expectations

- Food and beverage cost controls and operating procedures.
- Accounting.
- Menu design.
- Marketing and promotions.
- Wine, spirits and bar operations.
- Point-of-sales systems.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Effective communication through all department levels and throughout club.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for dining services throughout the club. Directly supervises the managers and supervisors of all food and beverage outlets and service staff. Plans, implements and monitors departmental budgets. Hires, trains and supervises subordinates and applies relevant marketing principles to ensure that the wants and needs of club members and guests are consistently exceeded.

Job Tasks/Duties

- Assists in developing an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help assure that budgeted sales and cost goals are attained.
- Responsible for guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Manages the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage staff.
- Helps plan and approves the organizational chart and staffing and scheduling plans.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Monitors employee records to minimize overtime and keep labor costs within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all applicable club policies and procedures are followed.
- Helps plan and approves external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Approves menu items, pricing, and menu designs for all outlets, special events and banquet events.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Ensures all legal requirements are consistently followed, including wage/ hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.

- Ensure all energy management, preventive maintenance and other standards are consistently met.
- Ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented to the employees' personnel files.
- Researches new products and evaluates their cost and profit benefits.
- Maintains food and beverage personnel records.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality and price for all purchases.
- Reviews new techniques for food preparation and presentation to maximize member and guest satisfaction and minimize food costs.
- Consults daily with the Executive Chef, Event Coordinator, Beverage Specialist and other club administrators to help assure the highest level of member satisfaction at minimum cost.
- Greets guests and oversees actual service on a routine, random basis.
- Establishes, updates and maintains all written standards and procedures for the department as needed.
- Addresses member and guest complaints and advises the Assistant General Manager about appropriate corrective actions taken.
- Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Approves all product invoices before submitting to the Accounting Department.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves weekly payroll.
- Responsible for long-range planning for the department in connection with the club's planning process.
- Establishes and maintains professional business relations with vendors.
- Works with the club's Controller to identify and develop operating reports and for ongoing control of the department.
- Recommends operating hours for all food and beverage outlets.
- Serves as manager-on-duty on a scheduled basis.
- Complete periodic china, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the Assistant General Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

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.

Salary and Benefits

Salary is open and commensurate with qualifications and experience. The Club offers a bonus and benefits package, including association membership.

Instructions on How to Apply

Please provide your resume and cover letter to:

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 Assistant General Manager
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 Clayton, Georgia 30525
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