

Job Description

Position: Restaurant Manager
Reports to: Food and Beverage Manager

Department: Food & Beverage
Date Prepared: March 2023

Hinsdale Golf Club is one of the premier private clubs in the Chicagoland area, celebrating 125 years of service. Start, or continue, your career in private clubs while being mentored by our award-winning management team and work alongside some of the most talented team members in the industry. We are a family club who values it's employees like they are part of our family. Visit our website for some more information about our historic club www.hinsdalegolfclub.org

Job Summary: Responsible for management of various member dining areas and private events. Dining areas include The Grill, The Bar, The 19th Hole, Men's Lounge, and Patio. Primary responsibility is accountability of member and guest experience and assuring a culture of hospitality and teamwork. Supervises and trains the service staff; manages within budgetary restraints; develops/implements programs to increase sales and satisfaction.

Duties/Responsibilities:

- Responsible for the daily shift execution and service in the various scheduled areas including restaurants and bars, club events and banquets.
- Assists Food and Beverage Manager with hiring and recruiting hosts, servers, bartenders, food runners, bussers and barbacks.
- Responsible for an effective orientation and training for new staff and develops ongoing training programs for the existing staff to maintain the highest of standards.
- Maintains a high level of service by constantly training, coaching, and providing support to employees while monitoring job performance daily.
- Schedules staff on a weekly basis according to specific events and anticipated member/guest counts while maintaining labor costs.
- Assists Food and Beverage Manager in the development of the operating budget for restaurants and bars. Also monitors and takes corrective action as necessary to ensure the budget cost goals are achieved.
- Continually ensures that all employees meet proper uniform standards.
- Communicates with staff relaying necessary information regarding daily operations within the Club.
- Responsible for working with the Assistant Restaurant Manager and Food and Beverage managers on employee reviews and disciplinary action when needed.
- Designates sections on the floor accordingly for all staff.
- Assigns and ensures that all side work is completed including the cleaning of equipment and storage areas.
- Ensures proper table maintenance during food service.
- Assists Food and Beverage Manager in completing monthly inventories for all product within the outlets.
- Greets members and guests and establishes a positive, professional rapport.
- Accepts member complaints and works with the Food and Beverage Manager to provide solutions to achieve member satisfaction in a professional and timely manner.
- Works closely with the other Club Managers and Executive Chef ensuring that the member and guest expectation are met and exceeded.
- Inspects and oversees the cleanliness and maintenance of all dining areas. Reports maintenance issues to Food and Beverage Manager.
- Promotes a positive work environment and positive team atmosphere with all management and staff.
- Attends weekly food and beverage meetings with the Food and Beverage Manager.

- Assists Food and Beverage Manager in beverage programing development for membership.
- Carries out bylaws and policies as set by the Board of Directors.
- All other duties within your respective department as assigned by the Food and Beverage Manager, Assistant GM and/or the General Manager.

Additional Duties/Responsibilities:

- Primary duty is management and leadership, however, will be required to fill in as a Server, Host, Busser/Runner, Bartender, etc. to relieve/back-up staff during peak periods or when short staffed.
- Implements and supports all Club initiatives and programs and requested by management.
- Teams with other Club departments to ensure exemplary customer service and adherence to policies and procedures.
- Maintains knowledge of other Clubs and industry trends.

Minimum Education, Experience & Other Skills:

- Four-year college degree or equivalent experience requested.
- A minimum of 4 years of progressive responsibility in food and beverage industry required.
- A minimum of 2 years of personnel supervision or management, preferably in a club/golf/hospitality/service industry requested.
- Experience in resolving customer issues/complaints as well as overall excellent customer service required.
- Proficient in computer software including Microsoft Word and Excel.
- Solid time management, organization, and prioritization skills.
- Proven ability to effectively build and foster a team environment.
- Must be of legal age to service alcoholic beverages.
- Ability to effectively communicate verbally and non-verbally with others.
- Ability to work with all personality types even in adverse situations.
- Ability to prioritize, anticipate situations, and take quick action.
- Ability to manage multiple projects and recommend/implement effective solutions.
- Demonstrated commitment to customer service.
- Excellent problem solving/decision making skills.
- Ability to work independently and proactively in a fast-paced environment.

Other Requirements:

- Ability to lift at 25-100 pounds.
- While performing the duties of the job, the employee may be required to walk or stand for long periods of time.
- Must be able to bend, climb, balance, reach, stoop, kneel, crouch or crawl without hindrance.
- While performing this job, employee will be exposed to sunlight, heat, wet and/or humid conditions.
- Maintains a professional appearance appropriate to position and as per Club policy.
- Ability to climb on step stool or ladder to complete elements of the job or facilitate maintenance issues.
- Fine motor skills.

Certifications Preferences:

- Basset Certified & Food Handler Certification
- AED/First Aid and CPR Certification

Please submit cover letter and resume by email to:

Food & Beverage Manager Matt Rodriguez at mrodriguez@hinsdalegolfclub.org