Dining Room Manager

Job Description:

Dining room managers work in food service businesses such as restaurants, hotels, resorts, large corporate cafeterias, among other settings. They are responsible for ensuring that servers, runners, and bussers are working efficiently, offering excellent customer service, and wearing appropriate uniforms. Dining room managers may create work schedules for their staff members and call alternate employees when those who are scheduled to work are absent unexpectedly. They are also responsible for ensuring that the dining room is clean, appropriately staffed, and supplied appropriately. The ability to resolve customer problems effectively is essential in this position, and extensive experience in the food service industry is often required. Dining room managers must also possess food handling cards or certificates, maintain flexibility to work on a rotating-shift basis, and occasionally work evenings, weekends, or holidays if necessary.

Job Responsibilities:

* Monitor all dining room operations
* Administer everyday operations of the dining room
* ensure compliance to all health department regulations
* monitor all guest services in restaurant and assist to resolve all customer issues
* maintain optimal customer satisfaction.
* Monitor inventory for all dining room products
* manage all communication for product or service promotions
* Determine and prepare various dining room operation guidelines
* recommend improvements to various techniques
* monitor and restock inventory, change pars as appropriate
* Train new staff
* Assist in hiring of new staff
* Make recommendations for termination of staff
* Ensure merchant services are functioning, and resolve issues immediately with merchant customer service rep
* maintain control on all cash and credit card receipts
* reconcile revenue at end of each night
* Prepare all paperwork and reports for schedule within required timeframe
* Manage any equipment repairs
* Address any damage to tables, floors, or décor
* Assist staff during busy times to ensure smooth flow of the dining room
* Address issues with computer systems
* Manage reservations
* Greet all patrons pleasantly and assist customers to dining area when necessary

Job Qualifications:

* Bachelors in restaurant management or related field required
* Masters in restaurant management or related field preferred
* Experience as a dining room manager

Opportunities as a dining room manager are available for applicants without experience in which more than one dining room manager is needed in an area such that an experienced dining room manager will be present to mentor.

Job Skills Required:

* Knowledge of industry standards and regulations
* Knowledge of health department regulations
* Ability to multitask
* Good communication skills
* Able to work calmly under high pressure
* Team Player
* Leadership ability
* Ability to spot and resolve problems efficiently
* Capable of delegating multiple tasks
* Communication and leadership skills
* Keep up with restarant trends and best practices
* Working knowledge of various restaurant software programs
* Ability to use a computer based menu ordering system
* Pleasant, polite manner and a neat and clean appearance.
* Able to work in a fast-paced environment
* Able to multitask, prioritize, and manage time efficiently
* Physical endurance to stand for an entire shift
* Self-motivated and self-directed
* Works well as part of a team and on individual tasks
* In-depth knowledge of the food industry.
* Strong working knowledge of related computer software, including restaurant management software.
* Ability to adhere to budgets and meet financial targets.
* Exceptional organizational, leadership, problem-solving, and communication skills.
* Ability to forecast food and beverage needs.
* Excellent customer service skills.
* Ability to delegate appropriately