



The Elm City Club

Job Title: Diningroom Manager, Q Clubhouse

Club Overview:

The Elm City Club is a private City Club located in downtown New Haven with two Clubhouses. The club offers overnight accommodate, private meeting rooms, member dining for breakfast Lunch and Dinner as well as an active social schedule. Club also offers duck pin bowling, pool room and small locker and fitness center.

The Q Clubhouse is open for private events and member dinner from Tuesday – Saturday, 11 months per year. Outdoor patio dining is available in season. Private rooms include a ballroom seating 170, 3 private dining rooms seating 60 each and 3 small private dining rooms seating 10 each.

Job Description

The Dining room Manager will be responsible for maintaining and continually improving members' dining experience at the club. This position reports directly to the Clubhouse Manager and works in conjunction with other department heads to ensure constant improvement of services for members' enjoyment.

Responsibilities:

- Ensure all members and guests enjoy outstanding food and beverage with a key focus on exceptional service.
- Assist the Clubhouse manager with banquet setup and service and overseeing events of all sizes.
- Works with Clubhouse Manager to conduct ongoing training for all service staff.
- Respond quickly and efficiently to resolve member issues.
- Assigns opening and closing side work tasks
- Evaluate staff performance and provide feedback
- Organize and supervise member dining.
- Works as liaison between the kitchen and dining room staff
- Assures correct appearance and uniforms of staff.

Requirements for Success:

- Successful candidate must have experience in positively leading front of house service teams.
- Must have strong leadership and motivational skills.
- Great communicator - able to provide clear direction to service staff and be proficient at supervising and managing diverse workforce and varying personalities.
- Possess outstanding verbal and written skills and the ability to deal with members and guests in a tactful, diplomatic manner
- Must possess a strong knowledge of food, wine, beer and spirits
- Passionate and highly motivated in building strong relationships with members, guests and team members that ensures each club experience is memorable.
- Experience with POS Systems

Salary and Benefits

Salary is commensurate with qualifications and experience. Benefits include health and dental insurance, parking, vacation, Simple retirement plan.