# The Arlington Resort Hotel & Spa

# Job Description

**Job Title: Dining Services Manager Approved By:**

**Department: Dining Room Approved Date:**

**Reports To: Food and Beverage Dir Classification: Exempt**

**Job Summary**

The dining services manager is responsible for ensuring a quality and memorable dining experience by thoroughly training their staff and leading by example.

**Essential Duties and Responsibilities**

* Maintain a courteous, friendly, and professional attitude at all times.
* Proficient in and /or the ability to learn the managerial functions and train staff in SQUIRREL POS system.
* Manage reservations and plans dining room setup.
* Serve as liaison between dining room and kitchen.
* Ensure the correct appearance, cleanliness and safety of dining room.
* Maintain inventory of dining room items such as linens, silverware, salt and pepper shakers etc.
* Produce daily revenue reports
* Ensure room service is provided accurately and promptly.
* Receive and resolve guest concerns quickly, quietly, and respectfully.
* Enforce all company policies and procedures while maintaining a professional and positive attitude.
* Train, schedule, evaluate, and encourage employees.
* Have knowledge of all hotel facilities, services, and hours of operation.
* Have knowledge of entertainment and special events scheduled in the hotel.
* Must be flexible to work any shift, including weekends and holidays.
* Adhere to hotel's dress code policy.
* Perform other related duties as assigned.

**Minimum Qualifications**

* Five years experience in food and beverage with two years of management required.
* High school diploma or GED.
* Must be able to tolerate pressure and work calmly and efficiently during busy times.
* Able to work at a rapid pace while maintaining attention to detail.

Dining Services Manager

* Ability to focus attention on guest needs, remaining calm and courteous.
* Strong communication and leadership skills.
* Ability to work cohesively with co-workers and be a team builder.
* Problem solving and organizational skills.

**Phvsical Requirements**

* Standing and walking most of day.
* Carrying, lifting, pushing and pulling.
* Stooping and kneeling throughout the day.
* Be able to listen with a lot of noise in the area.
* Speak clearly.

**Employee Acknowledgement and Agreement of Job Description**

**Employee Printed Name**

**Employee Signature Date**

**Supervisor Signature Date**

Dining Services Manager