

TITLE: Front House Manager

EXEMPT STATUS: Exempt

REPORTS TO: Director of Dining Services

GENERAL SUMMARY:

The Dining Room Manager is responsible for the overall operation, coordination, appearance and maintenance of the IL dining area, server stations and ensuring that courteous and efficient services are delivered. This position also supervises the daily operations of the Village Shop, the Club Room and all Catering Activities.

PRINCIPLE DUTIES:

Essential Job Duties:

1. Supervises the physical appearance of the IL dining room area, Club Room, welcome area outside of the IL dining room and serving stations
2. Supervises the appearance of dining room tables, including table linens, napkins, silverware, table setup, centerpieces, etc.
3. Assists with the direction of the department in the absence of the Executive Chef.
4. Schedules work assignments for all dining room personnel assigning specific job and spot-checking to ensure standards are met.
5. Assists in assuring personnel education is provided to dining room personnel in accordance with the staff education plan, plus provides on-the-job-training for dining room personnel.
6. Coordinates schedules and supervises the servers.
7. Assists in closing tickets/Full Count and restock as needed.
8. Prepare charge slips as assigned by the Director of Dining Services.
9. Complete all reports needed for inventory as assigned.
10. Tracks attendance issues for assigned personnel and report to Director of Dining Services.
11. Assists by active participation (serving) in special functions for WVTH.

12. Assists the Director of Dining Services with catering functions to include; booking, menu planning, staff scheduling, setup, and cleanup.
13. Advises Director Dining services regarding dining room status.
14. Assists with planning, scheduling, supervising, and counseling dining room personnel.
15. Assists with new personnel orientation.
16. Assist in the selection, training, evaluating, and disciplining of all dining room personnel.

Other Duties:

1. Train waitstaff, organize and direct setup and service of special functions.
2. Ensures that dining room service is in compliance with all local, federal and state regulations in relation to service, sanitation and personnel.
3. Participates in cost control measures.
4. Inspects equipment to determine repair or maintenance needs and cleanliness.
5. Practice Standard Safety Precautions and Infection Control Standards.
6. Attends in-service training and education sessions, as assigned.
7. Follows policies and procedures related to safety and health, which includes but is not limited to knowing the MSDS information on all chemicals in work area, knowing where MSDS and other safety information and protective equipment is kept and how to use them, proper lifting techniques, and the policies and procedures of the Disaster Plan Manual.
8. Know, enforce and uphold Residents' Rights and Code of Conduct policies.
9. Reports all injuries, accidents to supervisor within 24 hours; assists in investigations to determine why the incident occurred and what can be done to prevent it from happening again.
10. Performs specific work duties and responsibilities as assigned by supervisor.

QUALIFICATIONS:

1. High School diploma or equivalent required. Must be Serve Safe Certified.
2. A minimum of two years supervisory experience in food service industry.
3. Ability to communicate with, understand, empathize with, work with and be tolerant of residents, families, visitors, peers, supervisors, and subordinates.

4. Must possess a working knowledge of industry kitchen equipment.
5. Prior knowledge of special nutritional needs and diets preferred.
6. Prior experience in a healthcare facility preferred.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

Physical effort is required 90% of the time for walking and standing. Must be able to lift and carry up to 50 lbs independently. May be exposed to very high or low temperatures from ovens, freezers, and refrigerators. Must be able to stoop, reach, and bend frequently. May be exposed to cleaning chemicals and offensive odors. Ability to use standard industrial kitchen appliances required. Must be able to see, hear, and communicate with others.

HOSPITALITY FOCUS:

Westminster Village fully embraces a culture of hospitality. To that end, we include the following hospitality promises as a guide for our interpersonal interactions with residents, co-workers, and guests:

1. We greet residents, employees and guests warmly, by name and with a smile.
2. We treat everyone with courteous respect.
3. We strive to anticipate resident, employee and guest needs and act accordingly.
4. We listen and respond enthusiastically in a timely manner.
5. We hold ourselves and one another accountable.
6. We embrace and value our differences.
7. We make residents, employees and guests feel important.
8. We ask "Is there anything else I can do for you?"
9. We maintain high levels of professionalism, both in conduct and appearance, at all times.
10. We pay attention to details.