

KINLOCH GOLF CLUB  
DINING SERVICE MANAGER

REPORTS TO: CLUBHOUSE MANAGER

FULL TIME POSITION

KINLOCH GENERAL STANDARDS

- Know and understand the Kinloch Mission Statement.
- Understand the impact of your role on Kinloch's business success.
- Adhere to Standard Operating Procedures and instructions from superiors.
- Be counted on to deliver on commitments.
- Take ownership in identifying/solving problems.
- Take initiative to get things done, even when it's outside of the job description.
- Continuously improve work quality and the capacity to take on more work.
- Consistent in your work product, attitude, and commitment to Kinloch.
- Courteous and respectful to members, guests, and co-workers.
- Elevate your co-workers through teamwork and cooperation.
- Take workplace safety seriously for yourself and your co-workers.
- Conduct yourself per Club policies as stated in the employee handbook.  
(ie. Ethical standards, harassment, discrimination, drug-free workplace, off-duty conduct, and conduct at work).
- Arrive on time as scheduled and be ready to work.
- Maintain a personal appearance per Club policy, including uniform requirements.
- Show a positive work attitude every day.
- Show sound judgment and always make good decisions.

POSITION SUMMARY/VALUE STATEMENT

The Dining Service Managers are responsible for the efficient and professional operation of the Member Dining Room, the Cottage Experience, and Member and Guest expectations in all club areas with hands-on management, continuous service team training, and quality control while achieving profitability through sales and cost control. This is a highly visible role where member and staff relationships are critical to the success of the dining operations. Works with the entire Dining Service Management team within the approved operating budget.

## KEY RESPONSIBILITIES

### DAILY DINING OPERATIONS

- Always maintain the Club's service standards, ensuring a positive reputation for Kinloch.
- Build and maintain friendly and professional relationships with Members.
- Provide immediate attention to Members and Guests, using name recognition whenever possible.
- Ensure all state and local laws are adhered to regarding tobacco and alcohol service and consumption.
- Direct all service staff and acts as a point of contact for other staff such as Bar, Banquet, and Halfway House in the Member Dining, cottage, halfway house, and at events.
- Receive and handle complaints regarding food, beverage, or service failures, and communicate these to the Clubhouse Manager and General Manager.
- Promote harmony and goodwill between service staff and kitchen staff.
- Communicate effectively with the kitchen, guarantee orders are entered correctly, and the appropriate number of covers are on the ticket.
- Ensure all tables are set appropriately, and the room is set according to the Club's standards (tables in the correct locations, furniture neatly arranged, etc.)
- Responsible for closing the Clubhouse, which includes locking doors, checking service areas, and setting alarms.
- Takes reservations and ensures the dining experience is always top-notch.

### STAFF RESPONSIBILITIES

- Responsible for all hiring, training, motivation, discipline, and reviews for Dining Room and Halfway House staff.
- Training is vitally successful in the operation of Kinloch. Strong training skills are required.
- Complete Dining Room Staff scheduling each week, taking into consideration appropriate staffing levels at all times
- Ensure all service staff members meet the Club's appearance standards, including uniform standards, grooming standards, and proper hygiene as per the employee manual.
- Direct daily pre-meal meetings with service staff to better prepare them for success

### BILLING ACCURACY

- Ensure all covers are noted on the daily reservation sheet, documenting name, member number, covers, and table number
- Review all end-of-shift reports from service staff, making sure that all chits have the correct member name/number and are correctly closed (quick member charge vs. cash vs. credit card)
- Resolve all billing discrepancies promptly as directed by the billing office.

## ADMINISTRATIVE

- Make suggestions to the Clubhouse Manager regarding ways to improve service and new ideas to motivate staff.
- Work with Clubhouse Manager on creating new training and development programs, including but not limited to Wine Training, Menu Training, and Service Standard Development.
- Must stay informed of upcoming Club activities and promote them accordingly.
- Generate weekly cover/guest check average reports.
- Control purchasing and inventory under the Clubhouse Manager.
- Inventory is required as directed as the finances dictate.

## SKILLS/QUALIFICATIONS

- Bachelor's degree in hospitality management preferred; however, relevant work experience will be accepted.
- Must be able to stand for long periods (8-12 hrs.)
- Must be able to lift to 50 lbs. on occasion.
- Some bending, twisting, and squatting may be needed.
- Must be available to work an average of 50 hours per week (varies significantly by season: peak season may cause increased time, and off-season may require less time), including nights, weekends, and holidays.
- Must always dress professionally. Uniforms are required and will be purchased by the club. You will purchase your own pants to a specification from the club.

## EDUCATIONAL REQUIREMENTS

A bachelor's degree in culinary, hospitality, business, or any other related field; or an equivalent combination of education and experience is preferred. A minimum of two years of hospitality management is required.

## DATE POSITION AVAILABLE

Immediately

## SALARY RANGE

\$60,000 to \$75,000

The pay rate will be commensurate with the experience level and education.

## OTHER BENEFITS

- 100% Health insurance for you
- 401(k)
- Life Insurance
- Dental Insurance
- Meal provided.
- Excellent Paid Time Off Program

## SPECIAL NOTES

- The selected candidate **MUST** pass a background check and drug test and be eligible to work in the US.
- **Submit all interest and inquires to: [phowell@kinlochgolfclub.com](mailto:phowell@kinlochgolfclub.com)**