



Job title: Pool Grill Supervisor

Number of openings: 2

Location: Lake House

Duration of job: Seasonal

Starting date: May

Days worked: 3-5 days

Weekend work: As scheduled

Supervisors: F&B Manager, F&B Director & Chef

Pay Rate: \$18-\$22/hr. + share of pooled gratuity

Benefits – Shift meals, Holiday Bonus, 401k plan, Educational Scholarship, Dining and Retail discounts, and use of Golf and Lake amenities.

Responsible for providing professional, efficient, and friendly service. Oversee and attend to operations at the Pool Grill. Ensure order and continuity in the food and beverage operations.

Detailed job description, including responsibilities, work performed, tools or equipment used, etc.:

- Adhere to structure and guidelines set forth in the Food and Beverage SOP's
- Act as the primary Pool Grill Supervisor
- Maintain knowledge of all restaurant and function menus
- Assist guests with menu suggestions if there is an ala carte event
- Accurately order/prepare food and beverage while expediting guest check settlements
- Maintain a clean environment
- Attend and anticipate the needs of members and guests through constant presence and communication
- Communicate with the Manager/Director for any priority needs, changes in procedures, and special requirements
- Awareness of specials and "86" items for upcoming service
- Report all guest complaints to Manager immediately, communicate overall feedback to Manager
- Attend all mandatory meetings and training as requested and communicate to direct reports that were not present
- Assist in Bartender/Host/Hostess/Banquet functions as needed
- Support fellow employees to maximize efficiency and image of overall operations
- Perform all other duties as assigned

Secondary Duties include:

- Open and close the facility in the absence of the Manager/Director
- Assist in the preparation of and running of daily service meetings
- Flexibility in working at either location as business needs require
- Work with a professional and courteous attitude, along with promoting a positive work environment while also generating strong employee morale
- Assist in training new staff on SOP's and individual job functions

Physical Requirements:

- General restaurant environment; walking around the facility; some bending and lifting (up to 30 lbs) required

Minimum skills, experience, education, and ability required for this job:

- Basic understanding of cooking, time management, inventory process, and control methods
- Focus on customer satisfaction and interaction
- Use of member names and being cordial and always welcoming
- Must be TIPs certified

Miscellaneous information:

- This is a non-exempt position