



Job Title: Dining Room Manager

Location: The Landing at Cape Elizabeth Cape Elizabeth, ME 04107

Hours: Full Time

Job Description:

Welcomes residents and their families to the dining room to facilitate their dining experience. Proactively interacts with all residents and their families (by providing information and assistance) to ensure that customers have a positive first impression, that all staff and resident/family interactions are positive, and that all resident/family needs are being taken care of in a prompt and professional manner. Routinely circulates through the dining area to ensure that each customer's service experience equals or exceeds their expectations. To assure that residents, guests and employees receive quality meals and are efficiently and attractively presented. To maintain the highest levels of professional service by the dining room staff during all resident meal times. Will provide supervision to the service staff as directed by the Executive Chef. Will coordinate and supervise the set-up of all dining areas for resident and other functions.

Qualifications:

Education:

- High school diploma or equivalent (GED)
- Knowledge of basic cost control, management principles and safety control
- Willingness to continue education in newest methods of dining and resident services and products.
- Staff training in service of all types of menus and mealtimes, ability to recognize and solve emergencies.
- Must have a clear speaking voice and good telephone skills.
- Ability to follow oral and written instructions
- Ability to interact effectively, with residents, their families, visitors and other staff members.
- Ability to read, write and speak English in an understandable manner

Licenses/Certification:

- A valid driver's license is required.

Experience:

- One year of relevant experience in the hospitality industry, or in a comparable customer-service oriented position.

Essential Functions:

- Works a flexible schedule as determined by the Culinary Director, with an emphasis on working during the hours when meals and visits by family members are most likely to occur. Welcomes newly admitted residents and their families to the center and assists with seating in the dining room.
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- Works with the Admission Coordinator to ensure that the dining room is prepped and that the center's external and internal dining common areas are always tour-ready.
- Assist with the service of the meal(s) in the dining room(s) and/or resident rooms.
- Introduces newly admitted residents to all dining staff and can explain to customers the role that these individuals fulfill in providing a dining experience and excellent customer service.
- May answer incoming telephone calls for meal trays and resident accountability to meal intake.
- Is sufficiently knowledgeable to be able to answer a variety of questions about the center's services, etc. and is adept at providing the center's address, directions to/from the center, and other relevant information about the center to customers.
- Conducts job responsibilities in accordance with the standards set out in the Company's Code of Business Conduct, its policies and procedures the Corporate Compliance Agreement, applicable federal and state laws, and applicable professional standards.
- Work with all kitchen personnel to maintain highest standards of sanitation as set forth by Village Crossings standards as well as state and local health officials.
- Coordinate with Executive Director, Executive Chef and/or Chef on menu planning, diet requirements, theme dinners for residents, etc.
- Supervise and coordinate set-up and staffing for special functions, barbecues, holiday meals, etc.
- Insure that all foods are in accordance to resident preferences as outlines by the Executive Chef.
- Responsible to insure that all dining areas are properly staffed according to accepted departmental policies.
- Responsible for the cleanliness and organization of the country Kitchen and Sarah's Café coffee station including snack trays, tea service and disposables
- Schedule monthly service meetings to resolve issues of concern and to maintain a high degree of communication among staff and Executive Chef.
- Review scheduling of all service staff to insure proper coverage of all dining room functions including regular daily resident meals, holiday and special resident meals and all other functions as instructed.
- Insure that hot food are served "hot" and cold foods "cold" by the service staff according to the acceptable bacterial control recommendations.
- Insure that the resident meal service is accomplished in a neat, orderly and timely manner.
- Comply with proper storage procedures of all food items to insure against food-borne illness or contamination.
- Responsible for orientation and training of all service staff.
- Works closely with the Executive Director, Executive Chef, Chef and service staff to insure timely delivery of resident room tray service according to established schedules. Supervises accurate meal tray set-up to insure resident satisfaction.
- Oversees storage of all service food and non-food items in an organized and timely manner. Must have highest regard for organization and rotation of products.

- Maintains, coordinates or updates resident preferences/requests as necessary to assure accuracy of information for quality resident meal service.
- Maintains at highest level of communication with the Executive Chef, Chef, and all Village Crossings staff.
- Coordinates seating for residents and their guests at all meals. In the absence of the Executive Chef and Chef, assumes the role of dining services supervisor to insure daily activities are not disrupted for normal production. Supervise close-up of kitchen at end of evening shift.
- Performs related duties as assigned.

Knowledge/Skills/Abilities:

- Exceptionally strong customer service orientation, presence and perspective.
 - Excellent ability to communicate effectively with visitors, residents and their family members, etc. and with staff at all levels of the organization.
 - Excellent phone etiquette and phone communications skills.
 - Punctual
 - Able to work with minimal supervision
 - Skilled in the use of computers, especially the Microsoft Office suite of applications
 - Ability to be accurate, concise and detail oriented
 - Ability to multi-task
 - Professional appearance
 - Able to maintain confidentiality of all resident information to assure resident rights are protected.
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- Solicits patient/resident feedback to understand their needs and the needs of the community. Advocates for Service Excellence within the Center and influences others to take action.
 - Exhibits a commitment to results by looking for and recommending/implementing process improvements.
 - Demonstrates commitment to interpersonal excellence through professional greetings, proper telephone etiquette, common courtesy, a professional attitude and appearance.
 - Enriches the Center culture by having fun.
 - Recognizes the benefits of team collaboration. Shows respect for fellow employees by working together to get the job done.
 - Effectively addresses customer concerns and resolves conflict in a manner that is fair to all.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

To apply or refer a qualified applicant please send completed application and/or resume to Connie Fife at cfife@hallkeen.com