



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
DINING ROOM MANAGER
Sutter Club
Sacramento, CA

POSITION OVERVIEW

The Dining Room Manager (a La Carte Service Manager) is a new position at The Sutter Club. We recognize the significant impact the right candidate can make by elevating the member experience and energizing dining service at our historic Club. Within the next year, we expect to expand our dining hours to include more regular dinner options in The Grill, our primary Member dining outlet. Leading up to that, the candidate will be able to help establish the standards and procedures for those expanded offerings.

The Service Manager is responsible for oversight of our A La Carte Dining experiences. It includes engaging our members and leading the service success of our Member Dining offerings through the Sutter Club's A La Carte dining operations – The Grill, Tap Room Member lounge, Wednesday Night, and Friday Night dinners, and other A La Carte occasions we create. Today we offer lunch Monday through Friday with additional dining opportunities four to six nights of the month. The successful candidate will manage the operations on the floor and work with other management teams including our Executive Chef and Sommelier to further develop and document service standards to deliver the finest dining service experience in Sacramento.

Member and guest satisfaction is achieved through attention to detail in both the front and back of the house. This includes the food timing, service process, tableside manner, knowledge of our food and beverage offerings, and reviewing the preferences and dietary needs of the members when dining at the club on any occasion. The successful candidate will have the ability and experience to properly regulate the pace of service ensuring the timeliness and courtesies are extended to all members and their guests from the first Member to the last guest.

ESSENTIAL FUNCTIONS

- Ensures the dining team provides impeccable service
- Participates in scheduled staff and management meetings
- Ensures charges are billed correctly in the POS for dining, ensuring accuracy for our members and accounting
- Develops and documents standard operating procedures for food service; brings new ideas forward
- Ensures adequate inventory of operating supplies is on hand
- Assures that the computer systems (POS) are working optimally in the Club
- Works with outside IT vendors as needed
- Maintains Point of Sale (POS) for accurate pricing, content, and accurate printing
- Stays current with service and dining trends
- Learns member's preferences and is able to make suggestions; directs staff when dietary needs are applicable
- Works with our Executive Chef and Sommelier to provide excellent pairing opportunities for regular dining and special events
- Understands the wine and food connection
- Performs other tasks as requested by the General Manager

SKILLS REQUIREMENTS

- Knowledge of high-caliber food service with an emphasis on club dining
- Knowledge of organizing service from Banquet Event Orders
- Fluent in English, verbal and non-verbal
- Familiar with wine and beverage cost controls
- Cheerfully greets and respectfully treats all members, staff, and guests
- Able to create an inviting dining environment



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- Excellent written and verbal communication skills
- Excellent organizational skills with the ability to work independently as well as in a team
- Ability to function under pressure, set priorities, and adjust to changing conditions
- Strong work ethic, dedicated to their profession
- Professional, well-groomed appearance with a pleasant and mature demeanor
- Passion for providing high-quality member service and commitment to exceeding expectations

QUALIFICATIONS & EXPERIENCE

- Minimum five years experience in a supervisory serving role, preferably in an upscale restaurant, luxury hotel, or private club environment (a degree in hospitality management is a plus)
- Must have a clear idea of the Club's overall organizational goals as well as an understanding of the responsibilities of each department and duties of each employee
- Possess firm organizational focus, diplomacy, attention to detail, and flexibility
- Serve Safe Food handling certificate
- TIPS or equivalent alcohol service training certificate

PHYSICAL REQUIREMENTS

- The job requires standing and walking for extended periods of time
- Use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell
- The employee is occasionally required to stoop, kneel, or crouch
- The employee must regularly lift and/or move up to 50 pounds

COMPENSATION & BENEFITS

- Salary commensurate with qualifications and experience
- The Club offers an excellent bonus and benefits package

REPORTS TO

General Manager

DIRECT REPORTS

Servers, Bussers, and Captains

CLUB OVERVIEW

The Sutter Club, founded in 1889, is one of the oldest private clubs in California. The Sutter Club is a 133-year-old institution with an excellent reputation within the community and club industry. Two years ago, we were recognized as a Platinum Status Club through the Club Leaders Forum. We intend to build upon that industry recognition to provide an ever-improving dining destination for current and future members.

Sacramento boasts a unique location in Northern California – in the Central Valley midway between San Francisco and Lake Tahoe. The Club is within easy reach of the famed wine country – an hour away from Napa Valley and the Sonoma Coast, an hour's drive from the wine country of the Sierra Foothills, and 30 minutes north of Lodi which is fast becoming recognized for its excellent wines.

The Sutter Club is not just a place to enjoy lunch but also hosts an active and diverse calendar of social events. The availability of the Club's gorgeous facilities for special events, receptions, and weddings is an added plus for Club members and their friends.



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CLUB DETAILS

- 750 Total Members
- Five primary Membership Categories:
 - Resident I – Over 41
 - Resident II – Over 31
 - Resident III – Over 21
 - Senior
 - Non-resident
- \$5,000 Initiation Fee
- \$4,800,000 Annual Revenue
- \$2,100,000 Annual Dues Revenue
- \$2,650,000 Annual Food & Beverage Revenue
- \$435,000 Annual a la carte Revenue
- Amenities include (list all amenities) – Daily dining Monday through Friday, 11 Event rooms, Private Garage, Shoe Shine, car wash, Reciprocal Clubs
- 11 Standing Committees - Board of Directors, Finance, Entertainment, Member Services, Membership, Credentials, Communications, Heritage, House, Personnel,
- 11 Board members, with 3-year terms
- Website: <https://www.sutterclub.org/>

[CLICK HERE TO APPLY](#)