



## **CORDIA SENIOR LIVING POSITION DESCRIPTION**

### **JOB TITLE:**

Dining Services Manager

### **REPORTS TO:**

Director of Dining Services

### **SUMMARY OF DUTIES:**

Support the meaningful life mission of the community by creating a warm, hospitality-driven dining and pub experience for residents and their guests. The Dining Services Manager provides day-to-day leadership of the dining team, ensures consistent, high-quality service at every meal, and plays a leading role in shaping the look, feel and success of dining-centered events, working closely with Programs to bring holiday and special events to life. The Dining Services Manager also manages Front of House inventory and supplies for the pub, dining linens, flowers and other ambiance elements, and oversees the Front of House budget/declining ledger.

### **IMPORTANT CUSTOMERS:**

Residents and their guests are at the center of the Dining Services Manager's area of responsibility. Dining room and pub staff, the Dining Director, the Executive Director, the Programs and Concierge teams, and the Cordia team are also important customers of the Dining Services Manager's work product.

### **ESSENTIAL FUNCTIONS:**

In everything we do, we will support the Operations and Programs of the residence to maximize residents' physical and cognitive independence and well-being, allowing them to continue to lead meaningful lives.

#### **Dining Room and Pub Operations**

- Create a pleasant, congenial, service-oriented environment in the dining room and pub during all meal and service times.
- Attend to the service needs of residents and their guests during meals and all food and beverage service functions.
- Oversee and enforce all dining room and pub operating protocols in accordance with Cordia Senior Living Operating Procedures.

- Ensure the dining room and pub are clean, orderly and pleasant always, and supervise nightly closing of the dining room and pub.
- Record meal attendance and track all meals served to ensure proper accounting for guest meals, room service, and additional meal plans via eMenuCHOICE POS system.
- Maintain dining technology systems, including point-of-sale and digital menu/ordering platforms (eMenuCHOICE) and dining robot (Bear Robotics Servi)

### **Resident Engagement, Events & Cross-Department Collaboration**

- Communicate with residents on a daily basis
- Partner closely with the Programs team to plan and execute dining-centered events, driving the overall look, feel and guest experience for holidays and special occasions.
- Allocate ten percent (10%) of time to involvement with residents in programming, supporting residents' physical and cognitive independence and well-being.
- Maintain availability during evenings and weekends as needed to support dining-centered events and programming.

### **Staff Supervision & Development**

- Train all dining room and pub staff.
- Provide supervision, motivation, performance goals, performance evaluation, recognition and development for all dining room and pub staff.

### **Compliance & Safety**

- Ensure that all dining room and pub operations are conducted in full compliance with all relevant local, state and federal regulations.
- Maintain proper sanitation procedures in adherence to Health Code.
- Support residents' special dietary needs and allergy accommodations in partnership with kitchen staff, ensuring accurate communication of dietary restrictions to all dining and kitchen personnel.

### **Front of House Budget, Inventory & Ambiance**

- Manage inventory and supply ordering for the pub.
- Oversee dining linens, flowers, and other elements that shape the ambiance of the dining room and pub.
- Manage the Front of House budget/declining ledger, ensuring responsible financial management.
- Assume responsibility for food and beverage service special functions when assigned.

### **Other**

- Any additional duties as required to fulfill the scope of the position.

**MINIMUM REQUIREMENTS:**

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| Education:         | High School Diploma required. Certification from a recognized culinary institute a plus.                                                                                                                                                                                                                                                   |
| Experience:        | Minimum of three years of experience as a food service supervisor and/or manager in a quality restaurant or residential food service operation. Experience in a high-touch hospitality environment such as a hotel, country club, or upscale restaurant is a plus. Prior experience managing staff required.                               |
| Required Training: | Successful completion of the ServSafe food service sanitation certification course sponsored by the National Restaurant Association. Successful completion of Illinois BASSETT for serving alcohol. Completion of assisted living orientation before beginning work with residents. Ongoing in-service education and training as required. |
| Starting Base Pay: | \$50,000                                                                                                                                                                                                                                                                                                                                   |

