



# TALISKER CLUB

***Storied Management LLC – an affiliate of Storied Development, LLC, an established development, marketing and sales organization with private club communities throughout the continental U.S., Hawaii, the Caribbean and Mexico – is seeking a Dining Room Manager for its luxury, private residential, mountain golf and ski community in Park City, Utah – Talisker Club.***

***Talisker Club is Park City's only four-club, one-membership private home community presenting an incomparable collection of Mountain, Main Street, Backcountry, and Country Clubs. It is situated in Utah's Wasatch Mountain Range, from the slopes of Deer Valley Ski Resort to the valleys surrounding the Jordanelle Reservoir. Please visit our website – [www.taliskerclub.com](http://www.taliskerclub.com) to learn more.***

**POSITION:** Dining Room Manager  
**DEPARTMENT:** Food & Beverage  
**STATUS:** Full-Time, Year Round with Furloughs  
**UNDER THE DIRECTION OF:** Senior F&B Manager  
(Tuhaye Clubhouse Manager / Empire Assistant Director of F&B)  
**LOCATION:** Tuhaye / Empire Pass

## **PURPOSE OF POSITION**

The Dining Room Manager is responsible for daily floor leadership of the dining experience at Talisker Club. The Dining Room Manager is responsible for maintaining product and service quality by monitoring and maintaining food, beverage, and service through accountability, leadership, and communication. The DRM is the lead floor presence and must have a “hands on approach” while acting as the Manager on Duty. Daily operations may include a la carte dining, social events, private events, and internal functions. The successful candidate should be experienced in several styles of service including, seated formal, banquet, seated casual, buffet, and grab & go. Reports directly to the Clubhouse Manager or ADFB with reporting responsibilities to the Food & Beverage Manager. This position requires, managerial courage, attention to detail, a sense of urgency, ownership, problem solving, and team-work. There are several Dining Room Managers in the department and may move between locations as seasonally required.

*With this position there will be up to eight full workweek furlough periods annually. During any given furlough period you will not perform any work which also includes checking voice mails, reading or writing emails or performing other tasks away from the workplace. During the furlough period your health benefits will remain active and your tenure will not be affected by the furlough periods.*

## **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- KNOW THE MEMBERSHIP, acknowledge every member that visits the facility, learn member names, and likes, recognize them!
- Works directly with the team offering leadership, guidance, training and the ongoing development of each team member.
- Anticipate Members’ needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining experience. Style of service will match the venue.
- Develop positive rapport while fostering staff retainment, and approachability with team members.
- Assist FOH management to develop, maintain, and enforce all FOH Standards of Operations (SOP’s). This includes Global F&B Standards, Steps of Service, and the Talisker Club Way.

- Must be able to work at a rapid pace while maintaining attention to detail.
- Conduct Bi-Weekly One-On One Meetings with all FOH Staff.
- Conduct daily staff pre-shift meetings every shift including a culinary representative.
- Check in with each Member every visit ensuring satisfaction in their experience.
- Make staffing adjustments to ensure operational efficiency and labor standards are met.
- Respond to all Food and Beverage voicemails and emails.
- Perform a daily walk-through with a focus on Look and Feel of the facility. There are checklists for each location that identify critical items. A strong attention to detail and follow-through will contribute to success with this initiative.
- Audit all Staff required Certifications including Food Handlers/ Tips & Sips
- Ensure the EOD SOP is followed.
- This position may be responsible for FOH ordering as defined by your manager.
- Meticulously follow the Opening and Closing check-list for each shift.
- Support and collaborate with Club Events, and Events manager on events where crossover is applicable to the designated venue.
- Collaborate with all club managers to embody an environment focused on positive relationships, open communication, and a common goal of delivering EXTRAORDINARY EXPERIENCES.

#### **ADDITIONAL RESPONSIBILITIES**

- Lead, supervise, and support service staff.
- Resolve employee concerns.
- Support team laterally when needed due to business.
- Train service steps to team.
- Monitor that service steps are followed by team.
- Recognize team for outstanding service.
- Support Senior Management with other duties as assigned.
- Provide superior service to our customers (internal and external) at all times.
- Monitor and Maintain Daily Liquor Compliance.
- Ensure that alcoholic beverages are not served to underage customers.
- Determine when patrons should not be served additional drinks.
- Monitor and maintain “Best in Class” product and service by observing, communicating, and follow through.
- Hold team accountable for “Best in Class” service, positive relationships, and open communication.
- Complete Daily Manager-on-Duty Checklist.
- Meet with Chef-on-Duty for Specials, unavailable items, Shift Needs.
- Conduct Effective Daily Lineups.
- Facilitate Daily Opening and Closing Side-work.
- Monitor and Maintain “Best in Class” Guest Experience.
- Monitor and Maintain - music, lighting, décor, room temperature, furniture set, and cleanliness.
- Ability to work weekends, holidays, and nights as required by business models.
- Ability to complete daily shift reconciliation and end of shift reports

- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the members
- Perform other duties as assigned.

### **QUALIFICATIONS**

- ✓ TIPS Certified
- ✓ Serve Safe Certified
- ✓ High School education, plus two years of relevant high-volume dining experience.
- ✓ Previous Food & Beverage leadership experience, preferably in a private club environment.

### **PHYSICAL REQUIREMENTS**

- ✓ Ability to stand or sit for extended periods of time.
- ✓ Ability to bend, lift and carry heavy objects.
- ✓ Ability to withstand external elements in relation to changing weather conditions.

### **BENEFITS AND PERKS**

#### ***All-Inclusive Benefit Package Offered:***

Medical	Vision	Flexible Spending Account
Dental	Health Savings Plan	Supplemental Insurances; i.e., Accident, Hospital Indemnity, Critical Illness

#### ***Paid Time Off:***

Vacation and PTO Package	Holiday Pay	Designated Holidays
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#### ***401(k) Retirement Plan With Employer Match***

#### ***Discretionary Bonus Program***

#### ***Ski & Snowboarding Passes***

#### ***Golf Privileges***

#### ***Employee Meal Program***

#### ***Reward and Recognition Programs***

#### ***Discounts on Retail***

#### ***Education and Tuition Reimbursement Program***

#### ***Discounts at Courchevel Bistro***

#### ***Employee Spa Pricing***

Interested candidates please visit <https://www.taliskerclub.com/careers/> and submit resume associated with position of interest.