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## **DINING ROOM MANAGER PROFILE: THE POINT**

The Point Resort  
222 Beaverwood Road  
Saranac Lake, NY 12983

### **JOB DESCRIPTION**

Responsible for the management of all aspects of the Dining Room functions in accordance with resort standards and maintaining a Forbes 5-star level service for dining service. Directs, implements and maintains a service and management philosophy that serves as a guide to respective staff.

There is great potential for advancement at this property and within the hospitality industry. The previous person in this position runs a Michelin-starred restaurant in Florida.

REPORTS TO: Food & Beverage Director

SUPERVISES: AM Dining Room Supervisor, Servers

RELATIONSHIPS WITH: Dining Room staff, Kitchen/Stewarding, Housekeeping, Grounds, Front Desk, Accounting, Executive Office, Hotel Guests, Suppliers, and Visitors

### **Essential Job Functions**

- Anticipate guests' needs, respond promptly, and acknowledge all guests, however busy and at whatever time of day.
- Seek ways to create magic moments for the guests and motivate your team to do the same.
- Resolve guest complaints, ensuring guest satisfaction.
- Maintain positive guest and staff relations at all times.
- Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
- Be familiar with all Resort services/features and local attractions/activities to respond to guest inquiries accurately.
- Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.

## **Service Functions**

- Monitor and maintain cleanliness, sanitation, and organization of assigned work areas.
- Conduct pre-shift meetings with staff and review all information pertinent to the day's business.
- Conduct a pre-conference meeting for any group with the dining room staff before the group's arrival.
- Inspect grooming and attire of staff; rectify any deficiencies.
- Constantly monitor staff performance in all phases of service and job functions; rectify any deficiencies with respective personnel.
- Inspect table set-ups; check for cleanliness and neatness; rectify deficiencies with respective personnel.
- Monitor and ensure that all tables are set according to department procedures.
- Monitor and maintain cleanliness and working condition of departmental equipment, supplies, and work areas.
- Check the pick-up station and side stations.
- Expedite on the floor or in the kitchen as business demands.
- Direct servers on the timing of service throughout the meals.
- Monitor guest reactions and frequently confer with service staff and chef to ensure guest satisfaction.
- Check the status of all orders and ensure that they are delivered within designated timelines.
- Assist restaurant staff with their job functions to ensure optimum guest service.
- Ensure all closing duties for staff are completed before staff signs out.
- Conduct a 2-week formal training program on the required job functions with criteria expected and department orientation with new hires. Conduct ongoing training with existing staff.
- Daily check of bar and picnics set up to ensure accuracy and consistency.
- Communicate additional special request requirements with the kitchen.
- Constantly monitor staff performance in all phases of service and job functions, ensuring that all procedures are carried out to departmental standards; rectify any deficiencies with respective personnel.
- Ensure unused food is returned to the kitchen and designated condiments are broken down and properly stored.

### **Administrative Functions**

- Maintain complete knowledge of:
  - All liquor brands, beers, and non-alcoholic selections available in the Restaurant.
  - The particular characteristics and description of every wine/champagne by the glass and major wines on the wine list.
  - Designated glassware and garnishes for drinks.
  - All menu items, preparation method/time, ingredients, sauces, portion size, garnishes, and presentation.
  - Dining room layout, table/seat/station numbers, proper table set-ups, room capacity, hours of operation, and dress code.
  - Daily house count, arrivals/departures, V.I.P.'s.
  - Scheduled in-house group activities, locations, and times.
  - Strictly abide by state liquor regulations, particularly those prohibiting service to minors, intoxicated persons, and drunk driving.
- Establish par levels for supplies and equipment. Complete requisitions to replenish shortages or additional items needed for the anticipated business.
- Prepare weekly work schedules in accordance with staffing guidelines and labor forecasts. Adjust schedules throughout the week to meet business demands.
- Ensure that staff reports to work as scheduled. Document any late or absent employees.
- Constantly maintain schedules as business needs change to minimize as much overtime as possible.
- Coordinate breaks, and assign work and side duties to staff. Communicate additions or changes to the assignments as they arise throughout the shift. Identify situations that compromise the department's standards and delegate these tasks.
- Provide feedback to staff on their performance. Handle disciplinary problems and counsel employees according to hotel standards.
- Foster and promote a cooperative working climate, maximizing productivity and employee morale.
- Prepare and submit daily/weekly payroll.
- Complete work orders for maintenance repairs and submit them to Engineering. Contact Engineering directly for urgent repairs.
- Document pertinent information in the department logbook.
- Complete all paperwork and closing duties in accordance with departmental standards.
- Review the status of assignments and any follow-up action with on-coming staff.
- Maintain a current and accurate wine list.
- Conduct a monthly wine and liquor inventory.
- Complete and direct scheduled inventories.

- Conduct monthly departmental meetings.
- Attend designated meetings, menu, and wine tastings.
- Interview restaurant applicants.
- Order wine to maintain pars.
- Maintain a monthly china, glass, and silver inventory.
- Be familiar with all emergency procedures on the property:
  - Chimney fire procedure
  - Fire procedure
  - Power outage procedure
  - Guest Accident Reporting
  - Responsible Alcohol service

### **Work Environment**

Areas include the Dining Room, Kitchen/Stewarding, and The Point grounds.  
The job involves working:

- Under variable temperature conditions (or extreme heat or cold)
- Under variable noise levels
- Outdoors/indoors
- Around fumes, chemicals, and/or odor hazards
- Around dust and/or mite hazards

### **Qualifications**

Essential:

- High school graduate or vocational training certificate, some college.
- Minimum 18 years of age to serve alcoholic beverages.
- Food handling certification.
- Knowledge of various food service styles (i.e., French service, Russian service, tableside flambé service, Butler style service).
- Fluency in English both verbally and non-verbally.
- Provide legible communication and direction.
- Compute basic arithmetic.
- Familiarity with food and beverage cost controls.

Ability to:

- Enforce Resort standards, policies, and procedures with Restaurant staff.
- Prioritize and organize work assignments and delegate work.
- Direct performance of Restaurant staff and follow-up with corrections where needed.
- Motivate Restaurant staff and maintain a cohesive team.
- Ascertain Restaurant training needs and provide such training.
- Be a clear thinker, analyze and resolve problems by exercising good judgment.
- Suggestively sell menu items, beverages, and wines.
- Work without direct supervision.

Desirable:

- College degree.
- Previous guest relations training.
- Previous Culinary training.
- Certification of previous training in liquor, wine, and food service.
- Certification in CPR.
- Certification of previous training in an alcohol awareness program.
- Experience as a restaurant supervisor.

**Salary & Benefits**

- The Point Resort offers a competitive salary commensurate with experience, education, skills, and training in the range of \$100,000 - \$115,000, plus an annual performance bonus.
- Ability to work with partner properties worldwide to gain best practices. Travel included.
- Benefits:
  - Health, Dental, and Vision insurance provided at 80% employer cost.
  - Paid holidays and New York State Paid Sick Leave (one hour accrued for every 30 hours worked).
  - Simple IRA with 3% maximum matching contribution from The Point.

## About the Resort

The Point was designated as the first Relais & Châteaux member of North America 39 years ago and is the only Forbes Five Star property in Upstate New York.

The Point was built by the Rockefellers as a woodland retreat during the heyday of the Adirondack Great Camps. Today, it is a marvelous union of rustic simplicity and extraordinary luxury with an impressive collection of art and antiques. The inviting guest rooms are housed in four log buildings on the peaceful wooded shore of Upper Saranac Lake. Our guests enjoy exceptional meals, blazing campfires at the edge of the lake, snowshoes and cross-country skis for exploring the magical white forest, gourmet picnic excursions, journeys through the rippling waters in gleaming mahogany boats, and a staff that organizes each day according to the pleasure of the guests.

The Point is a genuinely welcoming place to unplug, relax and be uninterrupted. Nature is the backdrop and sets the tone for the seasonal activities. The limited wi-fi (except for our main office) makes the clear statement that life can once again be beautiful, fun, laid back, and cherished. With fewer everyday distractions, the body and mind can take well-deserved time to reflect and refresh in a forested environment totally conducive to enjoying life's pleasures.

Our tradition is to cater to guests 21 years & older on an inclusive basis with a unique combination of warm hospitality, blessed surroundings, special amenities, ultimate privacy and unsurpassed comfort. From the moment of arrival at Reindeer Hall with a welcoming glass of champagne, until the final gesture when writing a personal note in the guest book, guests will enjoy the party and the privacy and will surely be enticed to return. Many guests reserve their next stay before departing the property.

- Common Areas
- Terraces
- Warming Cabins
- Outdoor Seating
- Fireplace Lounges
- The Pub (pool, puzzles, bar, games)
- Boats
- Lookout Points
- Numerous Complimentary Bars
- Staff on 24-Hour Call

Surrounded by acres of forests and beautiful Upper Saranac Lake, The Point affords abundant hiking trails and infinite opportunities to be immersed in nature. There is no shortage of fresh air and natural beauty. Whether you choose to enjoy a cup of tea on your balcony or engage in a guided nature walk, our Guest Services team is available to design your ideal "wellness escape."

As a private estate where only registered guests staying on the property may join for dinner, communal events, and activities, the property is an ideal location for privacy from the traditional bustling resorts and resort communities. Our 11 rooms on over 75 acres provide all guests with a captivating wilderness-based experience. In addition to many other activities, some of the wellness options include:

- Yoga
- Nature bathing
- In-room fitness equipment
- Trail running
- Nature art excursions
- Foraging
- Wireless disconnect
- In-room massage services
- Guided meditation
- Staff on 24-Hour Call

Please visit the website: [www.thepointresort.com](http://www.thepointresort.com)

**Brian Armstrong, Principal**

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