



## **AM DINING ROOM SUPERVISOR**

Located in Baltimore's historic Mt. Vernon neighborhood, The Ivy opened in the summer of 2015 with 18 rooms and suites, a spa, and the celebrated restaurant Magdalena. We are a member of Relais & Chateaux, an association of the world best hotels, and have been named to 2017 *Condé Nast Traveler's* Gold List and *Travel & Leisure's* It List.

**REPORTS TO:** Food and Beverage Director

### **DUTIES INCLUDE:**

Schedule all activities for am staff according to guidelines and ensure proper uniform of staff at all times and provide assistance to all guests and administer all requirements for meals.

Maintain all restaurant equipment and record and ensure compliance to all standards. Perform work according to hotel policies and procedures.

Supervise all kitchen and dining room activities and ensure optimal quality of all production. Coordinate with guests to maintain optimal level of customer satisfaction and analyze all customer requirements and provide efficient response.

Collaborate with manager to review all employee performance and provide training to enhance performance. Monitor all guest requests efficiently to achieve all customer objectives and maintain knowledge on all liquor regulations.

Manage all storage supplies and assign staff in all requisition activities and evaluate all daily specials.

Oversee all work in shift and restock all supplies at end of shift and perform regular inspections on all equipment's and recommend required repairs.

Develop good relations with all guests. Anticipating needs and be attuned to body language.

Record and communicate with various hotel departments all guest requests and follow up immediately.

Prepare and execute all lunch requirements of the hotel.

Develop a weekly schedule for staff according to hotel occupancy and events.

Create SOP's for weekly tasks and training.

### **KNOWLEDGE & SKILL AND OTHER CHARACTERISTICS**

#### **Knowledge of:**

- State and City health, food handling and liquor laws, rules and regulations;
- City and department policies and procedures;
- Restaurant and bar operation and supervision techniques;
- TIPS certification;
- CPR and First Aid certification.
- Computer hardware, software and peripherals;
- Public relations and customer service methods and techniques.

#### **Skill in:**

- Effective oral and written communication;
- Training a variety of restaurant staff;
- Assigning and delegating duties to assigned staff;
- Developing and implementing innovative marketing techniques;
- Establishing and maintaining effective working relationships with others.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work requires vision to monitor, data entry and frequent standing, walking, bending, stooping, driving and lifting

and carrying restaurant stock and food supplies weighing up to 50 pounds. May be exposed to hazardous cleaning chemicals and supplies, hot food preparation equipment, smoke, and other hazardous conditions common to commercial food preparation areas. May be exposed to individuals under the influence of alcohol. Work is performed in a restaurant and kitchen environment.

To apply, please email your resume and cover letter to:  
[employment@theivybaltimore.com](mailto:employment@theivybaltimore.com)