

# Dining Room Manager Job Description

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## **Duties and Responsibilities:**

- Monitor every form of service that is being rendered to customers within the restaurant/establishment
- Attend to or addresses all customer issues, and maintain customer satisfaction at all times
- Make sure that workers adhere to the restaurant's/establishment's operation and/or service standards
- Oversee inventory of all dining room products and make sure that cash is readily available to make purchases when there is a shortage of needed items
- Help in the recruitment and training of suitable employees within the restaurant/establishment
- Make sure that a clean and healthy dining area is maintained at all times
- Greet and usher in customers to the dining area, and also introduce (or explain if the need arises) all menus to them.

## **Dining Room Manager Requirements – Skills, Knowledge, and Abilities**

- Excellent communication skills
- Good interpersonal skills and abilities
- Must possess an impressive level of leadership skills and/or qualities
- Must be willing to work as part of a team or even lead a team if the need arises
- Good coordination and organizational qualities
- Good time management skills
- Cleanliness or neatness
- Must understand the rudimentary of customer service and efficient delivery

- Ability to pay attention even to the minutest of details
- A minimum of 3 years relevant work experience as a dining room manager
- A degree in any hospitality-related field or catering would be highly welcome
- Pre-employment assessment tests: The recruitment process for this job may involve passing certain [assessment tests](#) before consideration for hiring.