**Dining Room Team Leader**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The Dining Services Team Leader is responsible for communications between the staff and Dining Services Supervisors regarding resident satisfaction, service, and daily functions in the Dining Room. The Team Leader must maintain proper sanitation and food handling practices, and is responsible, with direction of the Dining Services Manager or Supervisors, for leading and guiding the wait staff, cashiers, bartenders, and host teams. The Team Leader must be able to make decisions independently regarding staffing and resident satisfaction issues and will oversee all wait staff training. The Team Leader is expected to be conscious of the team’s overall performance and have the knowledge to suggest ways to increase and improve performance. This will all be done while still performing as a member of the wait staff, cashier, bartender, or host teams.

**RESPONSIBILITIES**

* Ensures that all residents receive excellent dining service with attention to detail by walking the service areas, observing and directing staff, while still performing their job duties at the highest level.
* Ensures appearance standards are met and that all other department and community policies and procedures are adhered to.
* Has authority to cope with basic problems. Confers with Dining Services Supervisor regarding unusual problems.
* Adheres to Dining Services dress code, maintaining a clean and neat appearance at all times.
* Consistently exhibits a pleasant and cheerful demeanor when serving residents and staff.
* Represents Dining Services in all areas of Westminster- Canterbury with a positive manner, using established customer service guidelines.
* Will help coordinates daily “Showtime” meetings utilizing weekly training goals to ensure proper service standards established by Westminster-Canterbury.
* Will individually train new employees using the training program developed by the dining services team
* Conduct group and individual training exercises to improve overall staff performance
* Demonstrates knowledge of proper food handling.
* Demonstrates knowledge of sanitation standards with regard to food temperatures, hand washing techniques, use of gloves and dating of food items.
* Demonstrates knowledge of proper chemical usage and SDS.
* Is punctual when it comes to attendance and meeting deadlines.
* When handling cash, ensures compliance with all community cash handling policies and follows departmental procedures for recording of cash deposits.
* Ensures that the quality of food is maintained to department standards at all times.
* Ensures that the service times are within established department parameters.
* Will hold coworkers accountable by reporting any issues to the supervisor team
* Will inform supervisors when an employee is in violation of department standards
* Acts as a model employee at all times
* Cheerfully steps in to fill any position as needed
* Performs other duties as assigned.

**QUALIFICATIONS**

* High school graduate.
* Experience in food service and basic computer skills are required. Front of the House and Back of the House knowledge is a plus.
* Supervisory experience is a plus.
* Must be at least 18 years old.
* Must be able to interact with residents and staff congenially.
* Ability to read, write, speak and understand English.
* Ability to use simple math concepts.
* Able to give and receive verbal communication.
* Able to concentrate on fine detail with constant interruptions.
* Able to remember multiple tasks/assignments given to self and others.
* Must have a pleasant telephone voice at all times.
* Able to get along well with others and demonstrate a high level of sensitivity and interest in people, especially older adults.
* Must be available to work nights, weekends, holidays and special events designated by Westminster-Canterbury.
* **Physical Requirements:** 
  + Capable of lifting up to twenty five (25) pounds or more.
  + Capable of standing and maneuvering independently and safely around work area.
  + Must be able to sit up to 4 hours consecutively.
  + Able to walk continuously during shifts, for hours at a time.