The Royal Montreal Golf Club

a prestigious 45-hole golf club
is seeking an immediate candidate for the position of

Maître d’ hôtel

Reporting to the Food and Beverage Manager, the Maître d’ hôtel
will be entirely responsible for providing distinguished service
in the Clubhouse’s dining facilities.

At least 5 years of proven experience in providing exceptional food
and beverage service through team leadership and comprehensive
training is essential.

Qualified applicants must have excellent interpersonal skills, the
ability to lead by example and a desire to provide superior service to
an exclusive membership.

The Club offers competitive seasonal remuneration
as well as an attractive benefits package.

Please forward your resumé and salary expectations, in confidence,
no later than March 15, 2020 to:

Denis Moulin
The Royal Montreal Golf Club
25 South Ridge Road
Ile Bizard, Quebec
H9E 1B3

or by e-mail to: dmoulin@rmgc.org
Core Function:
In co-operation with the Food and Beverage Manager, the Maître d’hôtel is responsible for all aspects of formal and informal dining services (The Grill and 19th Hole) and the Catering / Banquet services.

The objective is to provide the highest quality of services with due regard to efficiency, cost and policies established by the Board of Directors.

The Club recognizes that the quality of services to Members is dependent on the skill, effort and commitment of the Maître d’hôtel to work in a spirit of co-operation with the Management Team.

Qualifications:
- **Minimum of 5 years’ experience in elegant dining operations**
- Fluently Bilingual
- Experience in a private golf club environment is an asset
- Working knowledge of Microsoft Office, the Internet and Jonas POS
- Experience in preparing Operating and Capital Budgets
- Knowledge of wines, including food pairings
- Ability to cope in a high stress environment

Skills:
- Leadership by example
- Highly developed organizational skills
- Motivated and passionate about service excellence
- Ability to provide on-the-job training to improve the Team’s performance
- Capacity to handle stressful situations
- Efficient time management techniques
- Capable of working with computers and related software programs
- Innate ability to solve problems
- Contributes to working in a team environment
- Highly evolved memory skills (name recognition)
- Ability to work with a minimum of supervision
- Capable of multi-tasking and meeting deadlines
- Ability to personally handle complaints in a timely, efficient manner

Tasks - Dining Services:
- Update daily, weekly and feature menus
- Weekly scheduling of all dining service staff
- Prepare payroll for all dining staff
- Update Jonas POS items daily and/or weekly
- Interview, engage and train all dining staff
• Co-ordinate dining staff
• Replace evening Hostess two days per week
• Assist in daily operations
• Provide support by any means necessary
• Ensure service standards are met or exceeded
• Assist in developing wine lists and menus

**Tasks – Catering/Banquet Services:**
• Weekly scheduling of all catering service staff
• Prepare payroll for all catering staff
• Verify that tables are set according to Floor Plans
• Interview, engage and train all catering staff
• Assist with co-ordination of catering staff
• Conduct meetings with staff prior to each service
• Assist catering staff and/or kitchen staff by any means necessary
• Be aware of contact for all event suppliers (DJ, florist, etc.)
• Be present until all functions have ended
• Provide souvenir menus for most events
• Ensure service standards are met or exceeded
• Assist in developing wine lists and menus

**Management and Committees:**
The Maître d’hôtel through the Food and Beverage Manager is responsible to the General Manager and Secretary. The Member Services Committee has the responsibility to approve some elements related to food and beverage services. The Committee also has the responsibility to review and recommend to the Finance Committee and the Board of Directors the proposed fiscal operating and capital budgets developed with the assistance of the Food and Beverage Manager.

**Evaluation:**
The performance of the Maître d’hôtel shall be evaluated annually by the Food and Beverage Manager. Such evaluation will be on the basis of results achieved with respect to specific objectives established when planning the Club’s operations and services for the year. Other considerations in evaluating performance will include effectiveness in managing fiscal budgets and the development of human resources.