SURFERSCOVE ÓBIDOS PORTUGAL
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HEAD OF DINING ROOM

ROLE PURPOSE

Run dining room service (350 covers), coordinate and train the floor and bar team, deliver the guest experience and connect the dining room with the kitchen.

KEY RESPONSIBILITIES

- Coordinate the floor and bar team during service
- Define and implement service and dining room standards
- Manage bookings and dining room flow
- Handle complaints and gather guest feedback
- Train the team in product knowledge and upselling
- Work with the Head Chef on production and plating times
- Manage floor team schedules and rotas

REQUIREMENTS

- At least 3 to 4 years of front of house / restaurant experience, including at least 1 to 2 years as dining room manager
- Knowledge of F&B service standards

SKILLS AND PROFILE

Leadership · Guest focus · Communication · Conflict management

joinus@surferscove.pt