



Senior Guest Services Manager - Smith & Wollensky Miami Beach

[Smith & Wollensky Restaurant Group](#), an iconic fine dining steakhouse with nine locations across the US, seeks a Dining Room Manager for its Miami Beach location. The Senior Guest Services Manager is a critical position responsible for each guest's satisfaction with their dining experience from arrival to departure. This manager is responsible for the smooth function of the entire dining room, ensuring that all guest expectations are met or exceeded in accordance to Smith & Wollensky standards. Supervises positions and stations throughout the dining room and restaurant, managing communication between the front desk, kitchen and tables. This manager continually trains and develops all FOH positions to maximize potential, while organizing and supervising staff schedules, side-work, cleanliness of dining rooms/facilities as well as bar service matters.

Requirements:

- MINIMUM 3 years of Management exp. in a high volume fine dining establishment
- Must be able to engage all Guests and Staff in a courteous and professional manner
- Maintain polished professional appearance
- Strong sense of urgency
- Minimum Bachelor's Degree in Hospitality or Business related field or equivalent
- At least 21 years of age
- Written and verbal comprehension of English language
- Bilingual in Spanish Preferred
- Intermediate computer skills
- Intermediate mathematics skills

Email resumes to Joe O'Brien at jobrien@swrg.com. Learn more about Smith & Wollensky and career opportunities by visiting our [LinkedIn](#) page