Food & Beverage Service Personnel
Session Objectives

- To understand the organisational chart
- To know the Duties & responsibilities
- To understand Etiquettes of a Hotelier
- To understand Attributes of a Hotelier
- To understand the Job description
- To understand the Guest satisfaction
Content

- Organisational chart
- Duties & responsibilities
- Etiquettes
- Attributes
- Job description
- Guest satisfaction

Gautam Singh, Hospitality Trainer, 07830294949
<table>
<thead>
<tr>
<th>ENGLISH</th>
<th>FRENCH</th>
<th>AMERICAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant Manager</td>
<td>Directeur de restaurant</td>
<td>Restaurant Manager</td>
</tr>
<tr>
<td>Asst. Rest. Manager</td>
<td>Gerant</td>
<td>Asst. Rest. Manager</td>
</tr>
<tr>
<td>Reception Head Waiter</td>
<td>Maitre d'hôtel reception</td>
<td>Senior Captain Reception</td>
</tr>
<tr>
<td>Station Head Waiter</td>
<td>Maitre d'hôtel de carre</td>
<td>Senior Captain Station</td>
</tr>
<tr>
<td>Station Waiter</td>
<td>Chef-de-rang</td>
<td>Captain</td>
</tr>
<tr>
<td>Asst. Station Waiter</td>
<td>Demi chef-de-rang</td>
<td>Steward</td>
</tr>
<tr>
<td>Waiter / Server</td>
<td>Commis-de-rang</td>
<td>Asst. Steward / Associate</td>
</tr>
<tr>
<td>Trainee commis</td>
<td>Debarrasseur</td>
<td>Apprentice</td>
</tr>
</tbody>
</table>

Other F&B Service personnel:

<table>
<thead>
<tr>
<th>ENGLISH</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Carver</td>
<td>Trancheur</td>
<td>Trolley Captain</td>
</tr>
<tr>
<td>Floor Waiter</td>
<td>Chef d'étage</td>
<td>Floor/Room Ser. Steward</td>
</tr>
<tr>
<td>Lounge Waiter</td>
<td>Chef-de-salle</td>
<td>Lounge Steward</td>
</tr>
<tr>
<td>Wine Waiter</td>
<td>Sommelier</td>
<td>Wine Butler</td>
</tr>
</tbody>
</table>

NOTE:- The position of the above F&B personnel in the Hierarchy Chart is decided by the Management.
Duties & Responsibilities

Food & Beverage Manager:

- Responsible for policy making and ensuring its implementation
- Ensuring the required profit margins are achieved for F&B in each financial periods
- Menu compilations
- Hiring & Firing staff
- Holding regular meetings
- Departmental trainings, promotions and maintenance of the highest standards
Duties & Responsibilities

Asst. F&B Manager:

- Assists the F&B manager in his duties & responsibilities & takes charge in his absence.

Restaurant Manager:

- Overall responsible for the organization & administration of a particular F&B Outlet
- Setting the standards of service
- Trainings
- Approving requisitions, Duty roasters etc.

- Asst. Restaurant Manager:
- Co-ordinates with the RM and works out the guidelines provided
Duties & Responsibilities

Reception Head waiter/Hostess:
- Responsible for reservations & allocating of tables
- Greeting & seating guests
- Seeing-off the guests

Head Waiter/ Maitre d’ hotel/ Sr. Captain:
- Overall in charge of the staff team
- Responsible for seeing that all necessary duties for service is effectively carried out
- Assists the Mgr. in making duty roasters and job allocations during operations
Duties & Responsibilities

Station Head Waiter / Maitre d’ hotel de curre / Captain:

- In charge of a section / station
- Coordinates the service at the section
- Takes orders & conducts the service as per the set standards of the organization

Station waiter / Chef de rang / Steward:

- Both the Station Waiter & Captain must work together as a team to provide an efficient & effective service
Duties & Responsibilities

Asst. station waiter / Demi Chef de rang/ Asst. steward:
- Assists in the service in a section

Waiter/ Commis de rang / Server:
- Waiters are under the station waiter
- Picks up orders
- Assists in service
-_Clears & organizes mise-en-place
Duties & Responsibilities

Apprentice / Debarrasseur / Trainee Commis:
- Is a learner and will carry out instructions of the service team and assist wherever required

Wine waiter / Sommelier / Wine butler:
- Suggests and serves beverages specially wines
Attributes of a Waiter

- Personal Hygiene and Grooming
- Positive Attitude to work / customers / colleagues
- Assuming Responsibility
- Memory & Anticipation
- Courtesy
- Technical Skills
- Legible Handwriting
- Sales Ability
Grooming

WAITERS--

- Hair should be cut short
- Side-locks should be half the ear-lobe
- The uniform should be spotless and well ironed
- Nails and hands
- No body odor or smell of cheap perfumes
- Shoes should be well polished
- Well shaved and moustache well trimmed
- There should be no bad breathe
Grooming

- No earrings or studs can be worn
- Only one wedding ring can be worn
- No bracelets or jewellery on the wrists can be worn
- Black socks only
- Black belt with buckle only
- Strong perfumes and deo-sprays should not be used.
- Should use lightly perfumed deodorants
WAITRESS -

- Hair can be boy cut or,
- Hair should be tied in a bun & covered with a black net if the hair is shoulder length
- Shoes should be black, with low heals, and toes should be covered
- Jewelery to be limited
- Only a simple pearl necklace
- Ear studs only (pearls only, no stones)
- Only one wedding finger ring only
➢ No nail paint allowed
➢ Nails should be properly cut
➢ Strong make–up not allowed only light make-up to be used
➢ Dark and strange colored lipsticks are not allowed
➢ Strong perfumes and deo-sprays are not allowed
➢ Light deo-sprays should be used
➢ No eye shadows to be used
Guest Satisfaction

- Value for money
- Eye for detail while serving
- Proactive effort
- Focus on customer delight
- Genuine service
- Genuine product
Let's Recall

- Organisational chart
- Duties & responsibilities
- Etiquettes
- Attributes
- Job description
- Guest satisfaction
Bibliography

- Food & Beverage Service (Dennis Lillicrap, pg 20)