

# Food & Beverage Service Personnel

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# Session Objectives

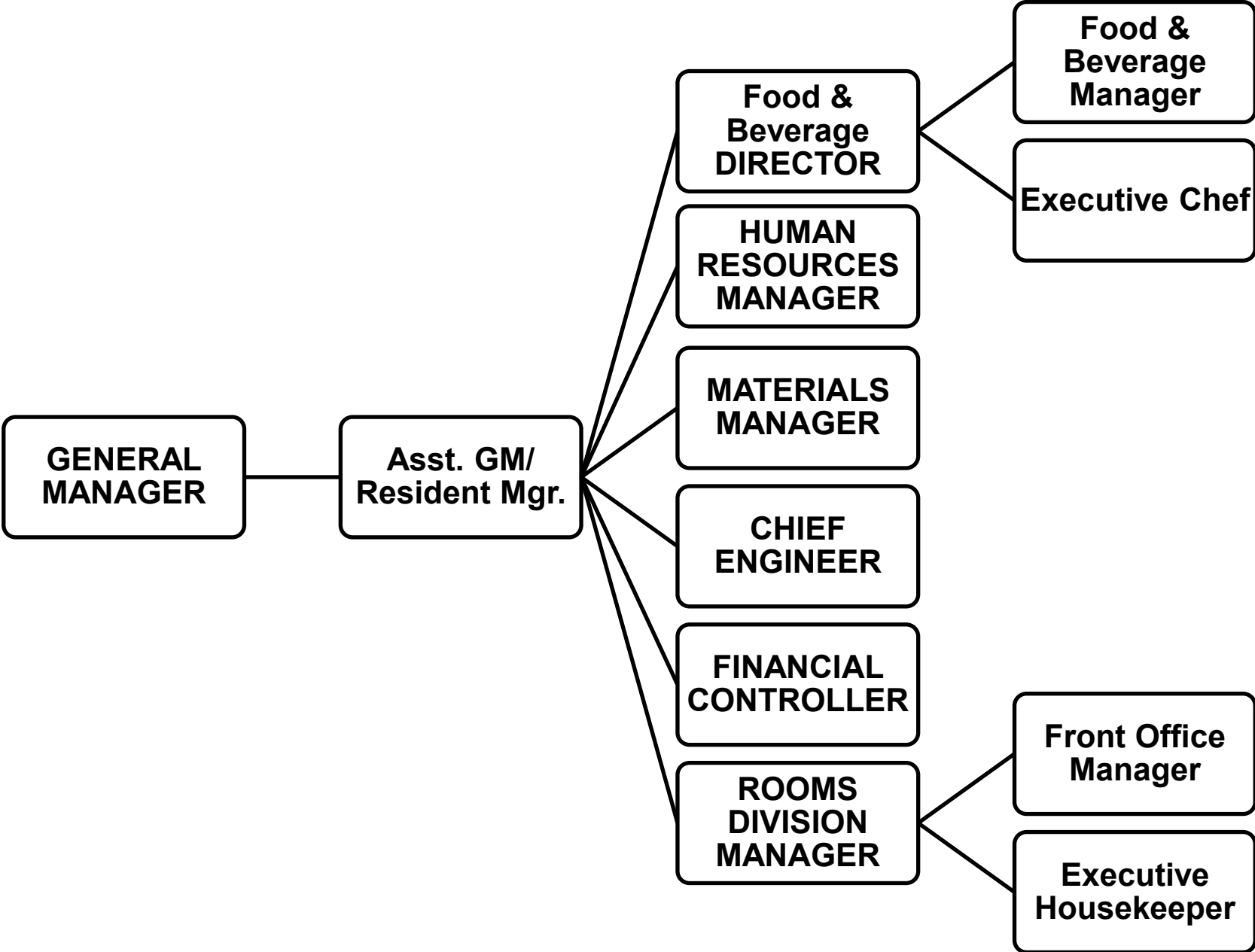
- To understand the organisational chart
- To know the Duties & responsibilities
- To understand Etiquettes of a Hotelier
- To understand Attributes of a Hotelier
- To understand the Job description
- To understand the Guest satisfaction

# Content

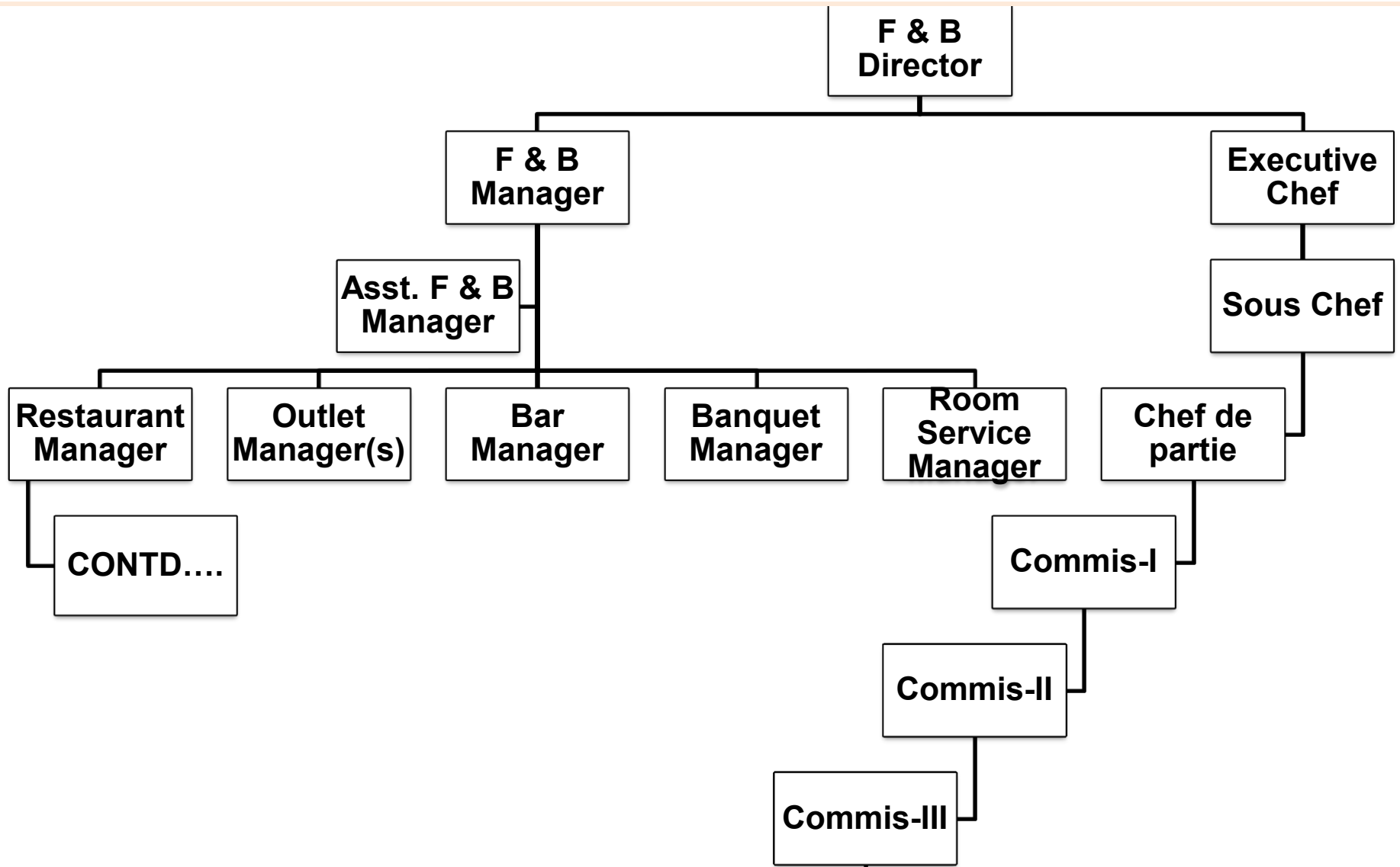
- Organisational chart
- Duties & responsibilities
- Etiquettes
- Attributes
- Job description
- Guest satisfaction



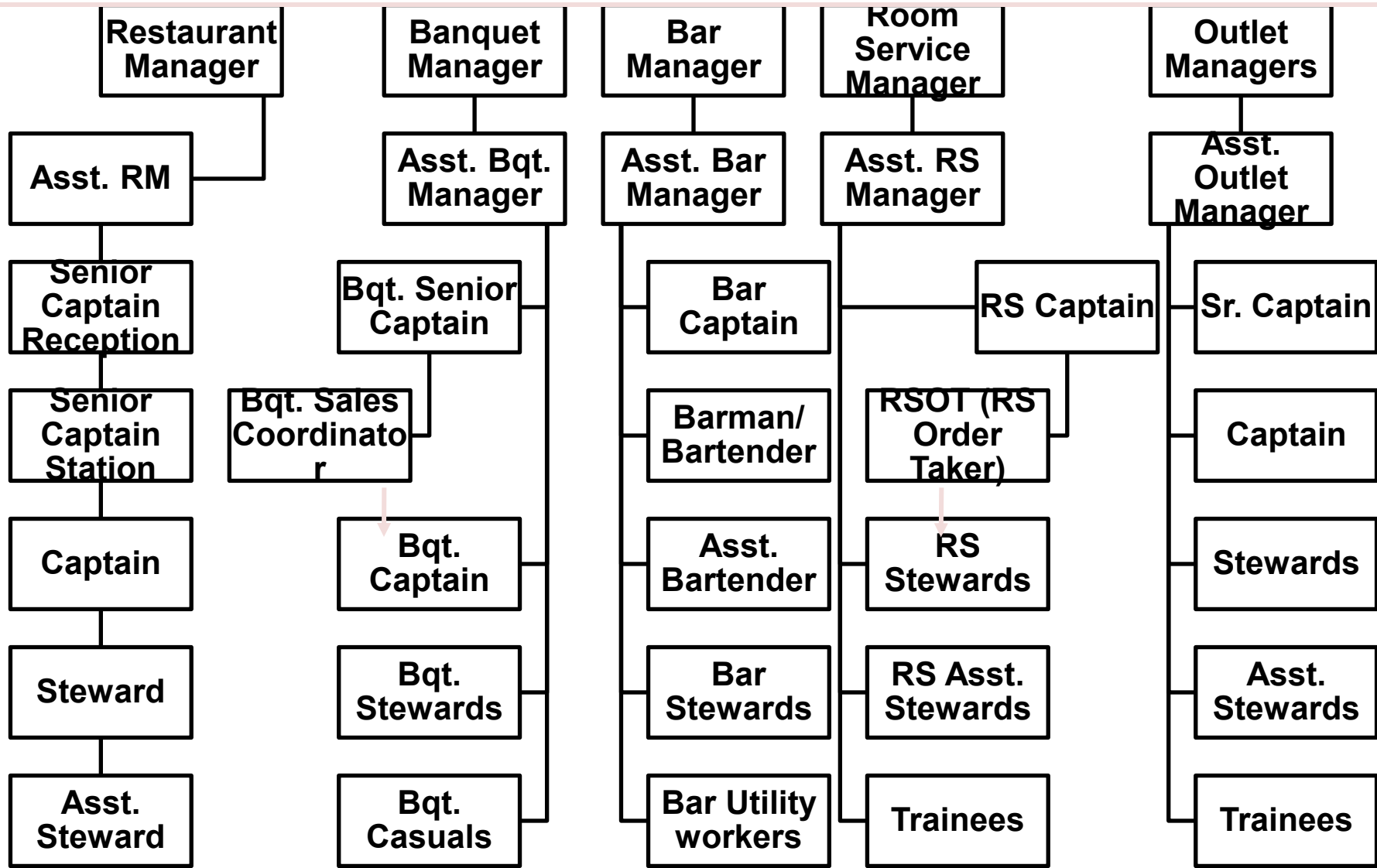
# Organization Structure



# Hierarchy of F & B Department



# Hierarchy of F & B Service department



## RESTAURANT BRIGADE, PARALLEL TERMINOLOGY

ENGLISH	FRENCH	AMERICAN
Restaurant Manager	Directeur de restaurant	Restaurant Manager
Asst. Rest. Manager	Gerant	Asst. Rest. Manager
Reception Head Waiter	Maitre d'hotel reception	Senior Captain Reception
Station Head Waiter	Maitre d'hotel de carre	Senior Captain Station
Station Waiter	Chef-de-rang	Captain
Asst. Station Waiter	Demi chef-de-rang	Steward
Waiter / Server	Commis-de-rang	Asst. Steward / Associate
Trainee commis	Debarasseur	Apprentice
<b>Other F&amp;B Service personnel:</b>		
ENGLISH	FRENCH	AMERICAN
Carver	Trancheur	Trolley Captain
Floor Waiter	Chef d'etage	Floor/Room Ser. Steward
Lounge Waiter	Chef-de-salle	Lounge Steward
Wine Waiter	Sommelier	Wine Butler

**NOTE:-** The position of the above F&B personnel in the Hierarchy Chart is

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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 heels, and toes should be covered
- Jewellery 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)
- Google [www.scribd.com/doc/.../Manual-for-Food-Beverage-Service](http://www.scribd.com/doc/.../Manual-for-Food-Beverage-Service)