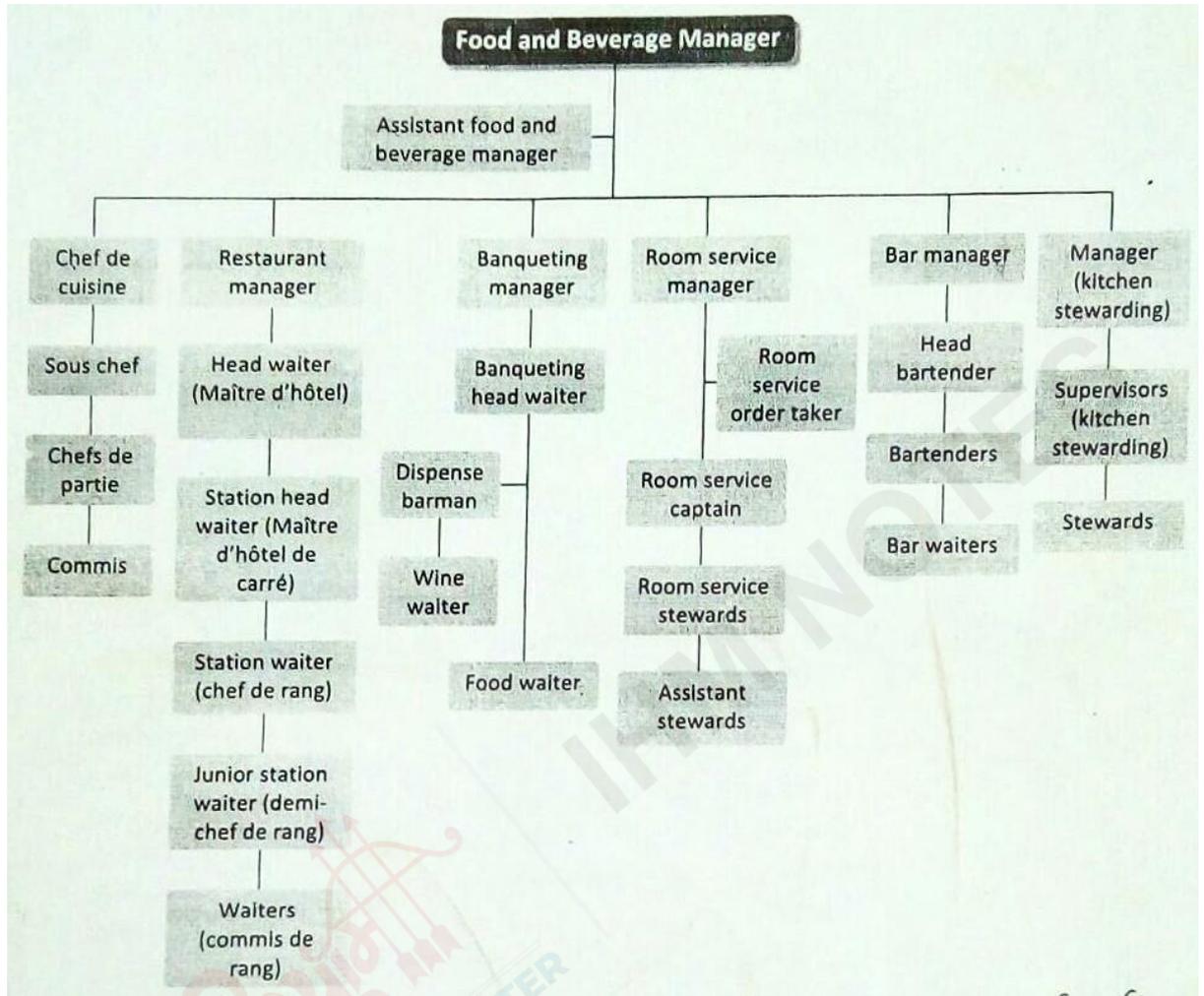


## DEPARTMENTAL ORGANISATION & STAFFING



## AMERICAN STRUCTURE



## FRENCH STRUCTURE

**DIRECTEUR DE RESTAURANT**



**DEMI DIRECTEUR DE RESTAURANT**



**MAITRE D'HOTEL**

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**CHEF DE RANG**



**COMMIS DE RANG**



**DE BARASSEUR**



**CHEF DE VIN**



**COMMIS DE VIN**

**COMMIS**

**MAITRE D'HOTEL DE RECEPTION**

**CAISSIER**

**TRANCHEUR**

**CHEF D'ETAGE**

**CHEF D'SALLE**

**ENGLISH STRUCTURE**

**RESTAURANT MANAGER**



**ASSISTANT RESTAURANT MANAGER**



**HEAD WAITER**



**WINE WAITER**



**JUNIOR WINE WAITER  
WAITER**



**STATION HEAD WAITER**



**JUNIOR STATION**



**APPRENTICE**



IHM NOTES

## **DUTIES & RESPONSIBILITIES**

### **Restaurant Manager**

1. He reports to the F&B manager
2. He is in charge of the restaurant and should be well versed in F&B and all licensing laws
3. He is responsible to set up and maintain the standards
4. All the staffs (in the restaurant) reports to him
5. He is the person responsible for staff discipline and decides duty rota
6. He makes the monthly budget and participates in menu planning
7. He maintains guest liaison and handle complaints if any
8. He is responsible for staff hiring, training and appraisal
9. Month end stock taking is supervised by him
10. All intra and inter departmental communication is through him
11. He generates the various daily & monthly reports
12. He is the sanctioning authority for the staffs' leaves
13. He is a link between the management and the junior staff

### **Assistant Restaurant Manager**

Assists the restaurant manager and in his absence he takes his (Restaurant manager) place

### **Senior Captain**

1. He relieves the assistant restaurant manager on his day off
2. He reports to the restaurant manager

3. He is responsible for the service aspect of the restaurant
4. He allots the stations to the captains
5. He supervises grooming check and briefing
6. He should be well versed in service technique and liquor laws
7. V.I.P. guests are attended by him
8. He makes the duty roster for the staff and gets its approved by the restaurant manager
9. Helps the manager to generate various reports

### **Captain**

1. Reports to the senior captain as well as assists him in his job
2. Responsible for and supervises service at a “station”
3. Responsible for taking order from the guests
4. Relieves the senior captain on his day off day
5. Supervises month end stock taking

### **Senior Steward**

1. Well versed in service techniques and supervises mise-en-place
2. Does the service assisted by the juniors
3. Assists the captain in all his work

### **Steward**

1. Assists senior steward in service. They basically serve accompaniments

### **Busboy**

1. Basically learner
2. Does clearance, sometimes allowed to attend service

### **Hostess**

1. This person is generally a lady who in charge of receiving the guests and taking him or her to the particular table
2. She takes the table booking and on receiving the guest takes the guest to the particular table
3. She gets the comment register/ card filled up by the guest and takes the general feedback from the guest
4. She should be pleasant in her behavior

5. She updates the booking diary and passes all the relevant information to the restaurant brigade & restaurant manager
6. She should be tactful enough to handle situations of complains from the guest
7. In case of a VIP guests she is the one to present the check to the guests
8. She assists the restaurant manager in doing the sales call for the restaurant
9. She should be well versed with the current affairs and the state laws pertaining to restaurant such as dry days etc.



IHM NOTES

## **ATTRIBUTES OF A GOOD WAITER**

### **Personal hygiene and appearance**

1. Good grooming and clean presentation gives the waiter a feeling of well-being and the confidence to do the job efficiently and correctly
2. Pride in one's appearance is an essential quality of a good waiter. Guests will have the confidence in an establishment if the waiter is well groomed, neat and professional.
3. Hands are particularly important as they are constantly under the eye of the guest. Finger nails should be kept trimmed, well-shaped and very clean. A meal can be spoiled for a guest by a waiter's dirty nails.
4. Playing with and fingering hair, face & hands should be discouraged at all times in the restaurant
5. Chewing gum is not permitted
6. Jewelry worn by service staffs should be kept to minimum. A watch, one plain ring and small plain earrings are permissible.
7. For young people with skin problems like acne, care should be taken with diet- plenty of fresh fruits and vegetables and minimum of sweets, cleanliness is a must.
8. Uniforms should be well tailored and fit properly
9. Waiters should wear conservative comfortable shoes, well-polished and black socks.
10. Waiters' uniform is often designed according to the décor of the restaurant. Staff should understand that a well pressed, attractive uniform gives confidence not only to the personnel but also to the guests.

### **Attitude to work**

1. A respectful manner towards guests and senior staff members is necessary. A waiter should never be servile, for he should be proud of his skills, particularly if he is a good waiter
2. A waiter is a technical salesman- he must have a complete knowledge of all food and beverage available in the establishment, their correct presentation and service
3. All guests should be treated as V.I.P.s, regardless of whom or what they are and everyone should be given equal respect
4. A waiter's conduct should be of the highest degree at all the times, but particularly in front of the guest rules and regulations should be followed to the letter.
5. Food service personnel should have pleasant manners, showing courtesy and tact, even temper and good humor when things go wrong

6. The guest is always right- even when he is wrong. Never argue with a guest if the problem cannot be handled satisfactorily call a senior member of the staff with more experience to solve the problem

7. So that the establishment makes the maximum amount of business and profit during the service period, service staff must develop a sense of urgency

8. Honesty is exceptionally important in dealing with both the guest and management. There must be trust and respect between all the three parties which develop a good team spirit and creates an efficient and pleasant atmosphere

9. Assist fellow workers where possible without interfering. Never say to a guest, "Sorry, that's not my table". Help where you can, it is everyone's advantage in the long run.

10. A second or third language is imperative for anyone working in the catering industry- take the trouble to learn language from the sub-continent as well as a foreign a foreign language. It will serve as career booster in the future

### **Assuming responsibility**

1. As one grows in maturity one's responsibility increases. To be able to assume responsibility is a sign of maturity itself.

2. One has responsibility towards ones employer, the guests and also ones fellow- workers. Furniture and equipments are costly; one has the responsibility to take care of it.

4. Responsibilities grow as ones skill increases.

5. Taking the job seriously, no matter how menial, will be recognized by those in higher authority.

### **SALES & SALESMANSHIP**

A good waiter should be able to sell anything. He / She should be interactive without being intrusive. Communication skills are of utmost importance. It is very important to be knowledgeable about the product one is selling. It is also important to enjoy the job as only then the waiter can make the guest happy.

### **UPSELLING & SUGGESTIVE SELLING**

A good F&B Personnel should be able to sell anything. He / She should be interactive without being intrusive. Communication skills are of utmost importance. It is very important to be knowledgeable about the product one is selling. It is also important to enjoy the job as only then the waiter can make the guest happy.

### **Up Selling**

It is the selling of higher priced items in the menu card in order to increase the overall sales of the establishment. The idea is to convince the guest to willingly go for those items and not to force the guest into making the decision. The guest should feel as if the idea is his own.

Ex.-The order taker trying to push the sales of higher priced items on the menu card like prawns and mutton ahead of fish and chicken.

### **Suggestive Selling**

It is the suggesting of additional and accompanying items to go with the original / actual order in order to increase the overall sales of the establishment. Here the order taker should guide the guest about proper accompaniments in order to convince the guest.

Ex.-The order taker suggests certain additional items to the guest at the time of taking order which go well with the original order given by the guest e.g. green salad with the Indian lunch or dinner.



IHM NOTES

# Inter-departmental Relationship (Food and Beverage Service and other Departments)

## Introduction

A restaurant depends largely on certain departments for effective functioning. Smooth co- ordination is important. A waiter must be fully aware of the role of each co-ordinating department. Though most departments mentioned below are applicable to a hotel, individual restaurants may also find some useful tips.



## Kitchen

The kitchen is the place where food is prepared. While larger kitchens may have distinctly different sections to deal with various aspects of food production, smaller kitchens may have different functions done by a single person. The main sections in a large kitchen are: Butcher Shop, Garde Manger, Pantry, Bakery and Confectionery, Hot Range, Grill, Vegetable Preparation, Still Room.

## **Kitchen Stewarding or Wash-up Area**

This department primarily controls the storage and issue of cutlery, crockery, hollowware, chinaware and glassware to the restaurants and kitchen. The waiter would have to get his supplies of the above items from this department. The department is also responsible for washing soiled serviceware and subsequently furnishing clean items. The sanitation and hygiene of the kitchen usually comes under the purview of the kitchen stewarding department.

## **Bar**

The bar dispenses wines, liquor, spirits, juices, aerated waters, cigars and cigarettes.

## **Front Office**

This is the central point where all checks or bills of hotel residents are collected and then recorded in their overall bill. The front office keeps a record of all guests residing in the hotel. If a resident wishes to sign his bill, the waiter may contact this department for confirmation of the guest's name and room number.

