

## **FOOD AND BEVERAGE PERSONNEL**

Typical organization charts for small and larger hotels are given in below charts various food and beverage job roles are identified. For food and Beverage operations not set within hotels, the organization often resembles the food and beverage section of the hotel organization charts. However, different terminology can be used for the various job roles in differing types of establishment. The various job roles in differing.

### **FOOD AND BEVERAGE MANAGER**

Depending on the size of the establishment , the food and beverage manager is either responsible for the implementation of agreed policies or for contributing to the setting up of the food and beverage policies. The larger the organization the less likely the manager is to be involved in policy setting. In general, food and beverage managers are responsible for.

Ensuring that the required profit margins are achieved for each food and beverage service area in each financial period

Updating and compiling new wine list according to availability of stock , current trends and customer needs

Compiling , in liaison with the kitchen , menus for the various food service areas and for special occasions

Purchasing of all materials both food and drink

Ensuring that quality in relation to the price paid is maintained

Determining portion size in relation to selling price

Ensuring staff training , sales promotions and the maintenance of the highest professional standards

Employing and dismissing staff

Holding regular meetings with section heads to ensure all areas are working effectively efficiently and are well co-ordinated.

### **RESTAURANT MANAGER/ SUPERVISOR**

The restaurant manager or supervisor has overall responsibility for the organization and administration of particular food and beverage service areas. These may include the lounges, room service ( in hotels), restaurants and possibly some of the private function suites. It is the restaurant manager who sets the standard for service and is responsible for any staff training that may be required , either on or off the job. They may make out duty rotas, holiday lists and hours on and off duty and contribute to operational duties . so that all the service areas run efficiently and smoothly.

### **RECEPTION HEAD WAITER/ RECEPTIONIST**

The reception head waiter or receptionist is responsible for accepting booking and for keeping the booking diary up to date. They will take reservation and work with the head waiter to allocate these reservations to particular stations. The reception head waiter or receptionist greets customers on arrival and takes them to the table and seat them.

### **HEAD WAITER/ MAITRE DE HOTEL/ SUPERVISOR**

The head waiter has overall charge of the staff team and is responsible for seeing that all the preparation duties necessary for service are efficiently carried out. The head waiter will aid the reception head waiter during the service and will possibly take some orders if the station waiter is busy. The head waiter also help with the compilation of duty rotas and holiday lists and may relieve the restaurant manager or reception head waiter on their days off.

### **STATION HEAD WAITER/ SECTION SUPERVISOR/ SERVICE CAPTAIN**

For larger establishments the restaurant area is broken down into sections. The station head waiter has overall responsibility for a team of staff serving a number of stations within a section of the restaurant area. Each of the set sets of tables( which may be anything from four to eight in number)within the section of the restaurant area is called a station . The station head waiter will also assist in taking food and beverage orders and assist with service if required.

### **STATION WAITER/ CHEF DE RANG**

The chef de rang or station waiter provides service to one set of tables ( between four and eight) Known as a station within the restaurant area. The station waiter will take the food and beverage orders and carry out service at the table with the help of the demi chef de rang.

### **ASSISTANT STATION WAITER/ DEMI CHEF DE RANG**

The assistant station waiter or demi chef de rang is the person next in seniority to the station waiter and assists as directed by the station waiter.

## **Standalone restaurant**

A **standalone restaurant** is defined as free-standing facilities and involves specialized management, marketing and systems. Sometimes it has possible brand affiliation. Normally, it provides food and beverage for diners, as well as a place where the general public can conduct parties and other social events.

## **Quick service restaurant**

**Quick service restaurant** is one which is focused on providing customers with food as quickly and efficiently as possible. This generally means there is no table service and food is cooked to order in a short space of time. The term 'quick-serve' is often synonymous with 'fast food' and a majority of quick service restaurants operate as chain restaurants using a franchise model.

## **Job description**

Job description is a document that contains the duties, responsibilities and the task that constitute a job position. It specifies the parameters within which a job is done. It not only includes duties and responsibilities but also contains report relationships, working conditions, authority and control, coordination with other departments, status within department hierarchy, equipment and materials to be used and other information specific to the hotel.

## **Job Specification**

Job specification is a document that contains information about the skills and qualities required for a position. It includes information such as personal qualities, skills, formal education, professional or technical qualification, work experience, general knowledge, previous training, physical skill, equipment skill and communication skills of a person.

## **Attributes( Qualities) of food and Beverage service Personnel**

Appearance and behavior contribute to the first impression others have of you and are seen as a reflection of the hygiene standards of the establishment and the quality of service to come.

### **Professional and Hygienic appearance**

All staff should be aware of the factors listed below and it is their individual responsibility to ensure that they are put into practice.

1. Staff should be clean and should use deodorants.
2. aftershave and perfume should not be too strong

3. Sufficient sleep and an adequate and healthy intake of food and regular exercise is essential for good health and ability to cope with the pressures and stress of work.
  4. Particular attention should be paid to the hands. They must be clean, free of nicotine stains and with clean, well-trimmed nails.
  5. Teeth should be brushed before coming on duty and the breath should be fresh smelling.
  6. Men should normally be clean shaven or with any moustache or beard neatly trimmed.
  7. Women should only wear light make-up. If nail varnish is worn then it should be clear.
  8. Earrings should not be worn with the possible exception of studs/ sleepers.
- Uniform must be clean, starched as appropriate and pressed. All buttons must be present.
9. Hair must be clean and well-groomed. Long hair must be tied up or back to avoid hair falling into foods and drinks and to avoid repeated handling of the hair.
  10. Shoes must be comfortable and clean and of a plain, neat design. Fashion is not as important here as safety and food comfort.
  11. Cuts and burns should be covered with waterproof dressing.
  12. Any colds or other possible infections should be reported immediately.
  13. Hands should be washed immediately after using the toilet, smoking or dealing with refused hot water and soap must be used.
  14. Staff should try to avoid any mannerism they may have, such as running their fingers through their hair, chewing gum or scratching their face.
  15. Excessive jewellery should not be worn. The establishment policy should be followed.

### **Knowledge of food and beverage and technical ability:**

Staff must have sufficient knowledge of all the items on the menu and wine and drink lists in order to advise and offer suggestions to customers. In addition, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover and the make of the dish and its garnish. For beverage service staff should know how to serve various types of wine and drink, in the correct containers and the right temperature.

### **Punctuality:**

Punctuality is all important. If staff are continually late on duty it shows lack of interest in their work and lack of respect for the management and customers.

**Local knowledge:**

In the interest of customers the staff should have some knowledge of the area in which they work so they may be able to advise customers on the various forms of entertainment offered, the best means of transport to places of interest and so on.

**Personality:**

Staff must be tactful, courteous, good humored and of an even temper. They must converse with the customer in a pleasing and well spoken manner and the ability to smile at the right time pays dividends.

**Attitude to customers:**

The correct approach to the customer is of the utmost importance. Staff must provide service but should not be servile and should be able to anticipate the customer's needs and wishes. A careful watch should be kept on customers during the service to check the progress of the meal. Be attentive but not intrusive at all times during the service sequence.

**Cultural awareness:**

The cultural diversity of customers is increasing and this is reflected in factors such as language, dress and traditions as well as dietary. Members of service staff need to be open minded, non judgmental and flexible and able to appreciate and communicate respect for other people's values and beliefs.

**Memory:**

A good memory is an asset to food and beverage service staff. It may help them in various ways in their work if they know the likes and dislikes of customers, where they like to sit in the food service area what their favorite drinks are and so on.

**Honesty:**

Trust and respect the triangle of staff, customer and management relationship lead to an atmosphere at work that encourages efficiency and a good team spirit among the food and beverage service operators.

**Loyalty:**

Staff obligation and loyalty are first to the establishment in which they are employed and its management. Staff therefore need to commit mentally to the ethos of the establishment and be fully aware of their department's aim and objectives.

**Conduct:**

Staff conduct should be impeccable at all times, especially in front of customers. The rules and regulations of an establishment must be followed and respect shown to all senior members of the staff. This also applies when staff are off duty but may still be in uniform as they represent the establishment's values and attitudes.

### **Sales ability:**

All members of staff reflect the image of the establishment. They are sales people and must therefore have a complete knowledge of all forms of food and drink and their correct service and so able to contribute to personal selling and merchandising.

### **Sense of urgency**

In order for the establishment to generate the maximum amount of business over the service period, with as high a net profit as possible, staff must develop a sense of urgency in their work. This should be promoted by management by displaying a do as I do attitude , leading by examples.

### **Complaints**

Staff should have a pleasant manner and demonstrate courteous and tact, an even temper and good humor. They should never show their displeasure even during a difficult situation. Staff should never argue with a customer if they are unable to solve situation. It should be referred to senior staff who will be able to reassure the customer and put right any fault.

### **Contribution to the team**

Above all staff should be able to work as part of team within and between departments . Being a team member means communicating, co operating and being reliable so that as a team each member contributes to enable a successful service to be delivered every session.

## **ETIQUETTE AND MANNERISM**

The restaurant staff is the frontline staff who are expected / required to have an ability to communicate effectively coupled with certain manners and the etiquette associated with gentleness.

The etiquette that a waiter exhibits in a restaurant should comprise the following:

1. Wish guests according to the time of the day and welcome them to the restaurant.
2. Smile and attend to guests promptly as they enter the restaurant.
3. Preferably address them by their name which requires remembering them
4. Assist the guests to remove coats and help put them on when they leave.
5. Be polite to the guest.
6. Help to seat ladies.
7. Provide extra cushions or special chairs for children.
8. When speaking to guest do not interrupt him if he is speaking to another guest.
9. Do not overhear conversation
10. Avoid mannerism such as touching hair, scratching, nose picking etc.

11. Stand straight at all times, A gentle bow at the time of service is permissible. Never slouch or lean.
12. Remember the preferences of guests such as the favourite dish and remind them that you know ascertain whether he/she would like to order it again.
13. Be attentive to guests calls answer them within in three rings.
14. Talk softly
15. Offer to light a cigarette for a guest.
16. Avoid arguments with guests or staff in the restaurant.
17. Always carry pens in the pocket and not clipped in the Jacket or behind the ear.
18. Desist from chewing paan, betel nut or smoking.
19. Present the bill/check to the host discreetly in order to avoid embarrassinghim.
20. Never talk to colleagues unnecessarily or group around the sideboards.
21. Avoid soliciting for tips.

### **CO-OPERATION AND CO-ORDINATION OF F & B SERVICE AND OTHER DEPARTMENTS 9 ( Interdepartmental )**

Co-operation is an informal arrangement between two or more people. It is an inter-personal relationship of extending ones help to another person by his own will. Where as co-ordination is a legal formal requirement between two positions of an organisation, so that the continuity of work can be maintained. Coordination can be brought about in an organization, first by effective communication ie. verbal communication and secondly by maintaining proper formats, reports and procedures. Thirdly, by having a proper team work amongst various persons working in an organization. Co-ordination with in a dept is intra-departmental and within different departments is called inter-departmental coordination. Co-ordination within a restaurant can be achieved by exchange of ideas between the maitre d' hotel and all his supervisory and subordinate staff during briefing and de briefing. It can be more improved by maintaining a proper log book.

#### **1. F & B service and Food Production**

In order to provide ultimate guest satisfaction there should be proper coordination between F&B service and Food Production. The waiting staff on their part should write K.O.T's properly and legibly and also with special instructions given by the guest so that the kitchen staff could clearly understand what the guests have ordered for if there is a special function organized by the food

service dept then a copy function prospective is send to the kitchen. The service staff also should provide the required number of entree dishes and platters for the pick up of food. They should do this well in advance so that no last minute running around or confusion. The kitchen on the other hand should inform the service dept about non availability of dishes in the menu well in advance to avoid embarrassments of waiter in front of the guest. They should also inform if there are any changes in the accompaniments or garnishes. Overall there should be a good understanding and team work between them.

## **2. F & B service and House keeping.**

F&B service co-ordinates with house keeping

- 1] In the maintenance of cleanliness of various F&B service outlets such as restaurants, bars or banquets etc.
- 2] In the linen exchange.
- 3] In the requisitioning of flower arrangements.

From the part of the F&B, they should inform the House keeping about cleaning schedule of the various outlets so that there is no misunderstanding and cleaning of public areas is one of the main responsibilities of House keeping. F&B should also inform the H.K as to when the restaurant is available for spring cleaning and pest control.

F&B dept should give a proper indent of linen for special functions well in advance so that house keeping can make necessary arrangement. They should also prevent the misuse of linen similarly the requirement of flower arrangement should be given well in advance. The HK dept on their part should coordinate with F&B service in the walks of spring cleaning and pest control and also the general cleanliness of all the F&B outlets.

## **3. F & B service and Front office**

The front office communicates with food service dept. regarding number of people currently staying, the no. of check ins and check outs through a movement list. This gives the expected occupancy rate of any day which makes it is easy for a F&B manager to do a volume forecast

and inform the food production dept of the expected sales. This movement list at service dept helps them to send their bills on time to F.O so that can be added in a guest bill before check out. Co-operation involves a smooth flow of communication. When a guest checks out the front office cashier should check with all the F&B outlets if any bills pending in the name of that particular guest, ensuring that no guest is under billed. The F.O also sends a v.i.p list so that they are aware of the v.i.ps staying in the hotel and properly taken care of. The service dept on the other hand should send their function prospective to F.O so that front desk is aware of any special function organized in the hotel and can answer the queries and guide the guest for the functions.

#### **4. F & B service and Kitchen Stewarding**

Kitchen stewarding responsible for cleaning all kinds of kitchen and service equipment, polishing and maintaining plated silver and silver. It provides food and beverage department polished plated silverware, silver and stainless steel for the service. It provides the required service equipment, transport heavy equipment and furniture for function catering.

#### **5. F & B service and Stores**

Stores provide the material required for carrying out the function. Provides condiments , sauces disposables and so on.

#### **6. F & B service and Security**

Food and beverage department coordinates with security department about any articles misplaced by guest , unclaimed baggage, drunken guest, function catering so that they are aware of that many guest would be coming in at a particular time and organize themselves accordingly and also verifies movement of staff.

#### **7. F & B service and Human Resources or Personnel**

Food and beverage department coordinate with personnel department for recruiting , training , performance appraisal and so on.

#### **8. F & B service and Maintenance**

Food and beverage department co ordinates with Maintenance for repair faulty service equipment , air conditioner, water cooler and so on against job order.