

JOB DESCRIPTION - MAITRE D`HOTEL



Title:	Maitre d`hôtel
Rank:	Officer 3 stripes
Department:	Hotel
Main function:	Operation of the Restaurant and all other passenger food outlets
Reports to:	Hotel Manager, Corporate Hotel Manager, Chief Operations Officer
Direct Subordinates:	Head Waiters, Waiters, Utilities
Next in Command:	Head Waiter
Cabin:	Shared

1. PROFILE

- Must have three years Hotel Management School, Catering College, Apprenticeship, etc.
- Must have excellent command of the English and the German language
- Must have Typing, Windows XP, Word, Excel, MS Outlook skills
- Must have a minimum of three years of Management, preferably on a cruise ship
- Must have good knowledge of table reservation systems, special diets and ethnic foods
- Must be aware of Management functions and have the ability to communicate with all levels of personnel and passenger
- The ability to manage and lead Assistants and Crew must be apparent
- Must be able to understand the cost controlling system (or at least the part concerning the restaurant) and co-operate accordingly.

2. AREAS OF RESPONSIBILITY

- The Restaurant and all passenger areas where Food Service activities take place

3. POSITIONS DEMANDING CLOSE LIAISON

- Hotel Manager Passenger & Crew administration Supply of Stores
- Executive Chef Food Service
- Cruise Director Passenger activities, shore excursions

4. SPECIFIC DUTIES AND ACTIVITIES

- Carry out all inspections as requested by the Hotel Manager and outlined in the Hotel Management Manuals
- Check on administration- and working procedures and ensure all are carried out as stated in the Hotel Management Manuals.
- Ensure that all necessary tasks are performed in order to maintain maximum cost control.
- All machines and equipment must be kept in good repair.
- Regular inspections on the conditions of equipment must be carried out a log needs to be maintained.
- Follow up on action required, outstanding repair list to be checked on a regular basis.
- Ensure that the requested sitting system as well as the open seating system is followed and managed correctly
- Ensure that all Dining Room Waiters are at all time up to standard in regards to food and beverage service within the Dining Room



- Ensure that all crew in the restaurant section work according to vessel sanitation standards set in the Hotel Management Manuals.
- Ensure that all new staff in the restaurant section work receive proper training until they are fully aware of company standards
- Existing staff needs to be re-trained on a regular basis
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.

5. COMMUNICATION

- Ensure that Head Waiters, Restaurant Stewards and Cleaners receive all information they need to perform their duties in a proper manner, including passenger numbers, VIP info, company regulations and all information related to restaurant passenger service.
- Streamlining the incoming information from Hotel Manager.
- Ensure that all crew are fully aware of all operational instructions.
- Ensure that communication between Restaurant and other Ship's Departments are maintained at all times.
- Ensure that restaurant notice board is neat and updated at all times.

6. PASSENGER SERVICE

- All passenger complaints concerning the restaurant department have to be followed up personally by the Maitre d' hotel. This means contacting the passenger, interviewing him/her and taking the necessary action to satisfy the passenger.
- Ensure that service in restaurants is carried out according to standards set out in the Hotel Management Manuals.
- All passengers have to be contacted (verbally) as often as possible, and at least once a day by the respective head waiter, to receive any comments and/or complaints.

7. MANAGEMENT

- Lead subordinates successfully into productive working methods by setting an example and utilizing all available management tools (Hotel Management manuals)
- Provide a two way line of communication for crew. Dealing with day to day problems, including personal problems.
- Hold restaurant musters on a daily basis clear all questions regarding menu and restaurant service.
- Deal with proposals and suggestions from restaurant staff, report to Hotel Manager.
- Provide station plans, side job lists, port duty rotas, etc. well in advance
- Keep all records as required per Hotel Management Manuals
- Ensure that correct disciplinary procedures are adhered to.
- Follow up on disciplinary reports.
- It is expected, that the Maitre d'hôtel is fully aware of the company standards as outlined in the Hotel Management Manual. The Maitre d'hôtel is expected to know the job description of each crew member in the Restaurant Department.
- Ensure that the set standards are kept and staff members work according to their respective job descriptions and time schedules.
- Check on existing standards by asking crew members and passengers of their opinion and suggest modifications to Hotel Manager where appropriate.

8. UNIFORM TO BRING ON BOARD

Male

Black Trousers

Black Socks

Black Closed Toe Shoes

Black Belt

Blac

Female

Black Skirt

Natural Tights

Black Closed Toe Shoes

k Belt

