

Job Description

Post:	Maitre d'
Department:	Service
Immediate superior:	Hotel Manager

Responsibilities:

Managing the entire service department as a decision maker
Control and enforcement of the quality standards in the service area
Responsibility for the sufficient supply of material, equipment and personnel for all service operations according to the prescribed standard
Guarantee of smooth service operations
Obligation to attend during restaurant and buffet service
Responsibility for the adherence of all relevant hygiene (HACCP), safety and environmental regulations in the entire service area
Responsibility for the careful handling of all equipment and machinery in the entire service
Always available as contact for passengers regarding inquiries, complaints and suggestions in the service
Always available as contact for all those working in the service department
Motivation of service crew to excellent service
Planning, organising, delegating special functions in the service
Delegating service schedules in the service department
Delegating vacation schedules in the service department together with Hotel Manager

Qualifications / Experience:

Professional training as hotel / restaurant specialist or provable relevant experiences within the area (e.g. by internal qualification), final qualification of a hotel vocational school desired
Several years of practical experience
Excellent knowledge in service and galley area especially in beverages and wines
Experience in managing complaints
Very good knowledge of English language

Position requirements:

Minimum age approx. 30 years
Specialist competence, ability to work under duress, reliability, creativity
Pleasant and polite manners, smart and well-groomed appearance
Cost and quality awareness
Self-assured and calm manner towards staff and passengers
Smart appearance
Quality of leadership, capable of motivation

Area of responsibility / authority

The Maitre d' is a competent specialist and disciplined superior in the service department. He / she gives instructions to all service staff.

Deputy in case of absence: Hotel Manager