

ASSISTANT MAÎTRE D'HÔTEL

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- The Assistant Maître d'hôtel has to support and if necessary to replace the Maitre-d.
- He has to implementing all established policies and procedures regarding restaurant.
- Providing excellent and consistent guest service trough close supervision and hands on management.

REPORTS TO

- She/he reports directly to the Maître d'hôtel and is responsible for the overall supervision and performance of the food and beverage service on decks, and in the cabins, dining room.

SUBORDINATE PERSONNEL

- Head Waiters
- Restaurant Waiters
- Deck Steward
- Crew Mess Attendant/Utility

AREAS OF RESPONSIBILITY

- He is responsible for the appearance of his subordinate personnel.
- He is responsible for the inventory and accounting control.
- He handles and controls all consumables deliveries i.e. cutlery, china, glasses, menu covers, and all other paper material (related to his Department).
- He is responsible for the maintenance and cleanliness of his Department.
- He assists Waiters with food and beverage service whenever necessary.
- Be the link from the crew to the Maitre and keep him informed about all the crew matters in his department.
- He introduces himself to the passengers and handles the necessary seating arrangements.
- He welcomes passengers into the Dining room/Lounges and enquires if they are pleased with the service and the quality of food and beverages.

PERSONNEL TRAINING AND CONTROL

- He continuously gives "on the job" training to his staff.

- He supervises and controls his staff so that everyone performs their duties to the satisfaction of the passengers, the Company, his Supervisor and himself.
 - He controls the table set-up and "mise en place" before each meal in the Dining room and ensures a high standard of service.
 - He keeps his Supervisor continuously informed about any complaints from passengers and solves them immediately whenever possible.
 - He controls that each crew member handles working material and equipment carefully and gives instructions whenever necessary.
 - He is responsible for the cleanliness in the Dining room and for all working equipment.
 - Ensure the highest port health and hygiene level in your department.
 - He controls the appearance of his personnel as regards grooming, hygiene, cleanliness of uniforms and shoes.
 - He establishes check-in and check-out procedures, and schedules the working hours for his staff according to the workload.
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- He creates a friendly working atmosphere and working spirit in his Department and communicates with all other Department Heads.
 - He is responsible for the training of each new crew member and appoints one of his personnel to demonstrate working procedures and routines to new crew members.
 - He holds short training sessions regarding service standards and ensures that his subordinate personnel have complete knowledge of all dishes listed on the menu.
 - He informs his staff about the Company's structure Shore side and on board organisation. He hands out Job Descriptions to each new crew member.
 - He informs his staff periodically about the quality of their performance and keeps performance reports which he passes on to his Superior.
 - He recommends promotions of qualified crew members.
 - He plans the replacements of crew members well in advance, when crewmembers are due for vacation.
 - He ensures that all his staff speaks English in front of passengers.
 - He listens to suggestions of improvement from crew members.
 - He establishes and maintains a spirit of co-operation with all other Departments.
 - He helps his staff to solve any difficulties regarding living conditions or other problems on board.
 - He trains his staff to approach passengers in a friendly manner and always with a helpful attitude.

SALES

- He considers himself as a sales person and recommends beverages, coffee, after-dinner drinks etc. and trains his staff on how and what to sell.
- He always keeps sufficient clean Menu Cards, Bar and Wine Lists on stock.
- He ensures that whatever is offered on the Menu List is available to the passengers.

MAINTENANCE AND REPAIR

- He inspects controls and follows up on the standard of maintenance in his Department and reports repair requests immediately to the Chief Officer/Chief Engineer.
- He implements a reporting system for all repair requests.
- He follows up on all repairs.

ADMINISTRATION

- He is responsible to make inventories on consumables items related to his department.
- He is responsible that inventories and spot-checks on beverages are made periodically.
- He informs his staff about Rules and Regulations on board, signing-off procedures, customs and immigration formalities etc. and holds orientation meetings.

APPEARANCE/PERSONAL HYGIENE

- The appearance of the entire personnel on board the ship reflects the reputation and image of the Company, therefore a great deal of emphasis is placed on a professional appearance.
- The Company expects you to maintain the highest standard of personal appearance and hygiene at all times.
- If in passenger areas full uniform is to be worn: hat, scarf, jacket, name tag, pants and proper shoes.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.
- A moustache is acceptable if kept neatly trimmed.
- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.