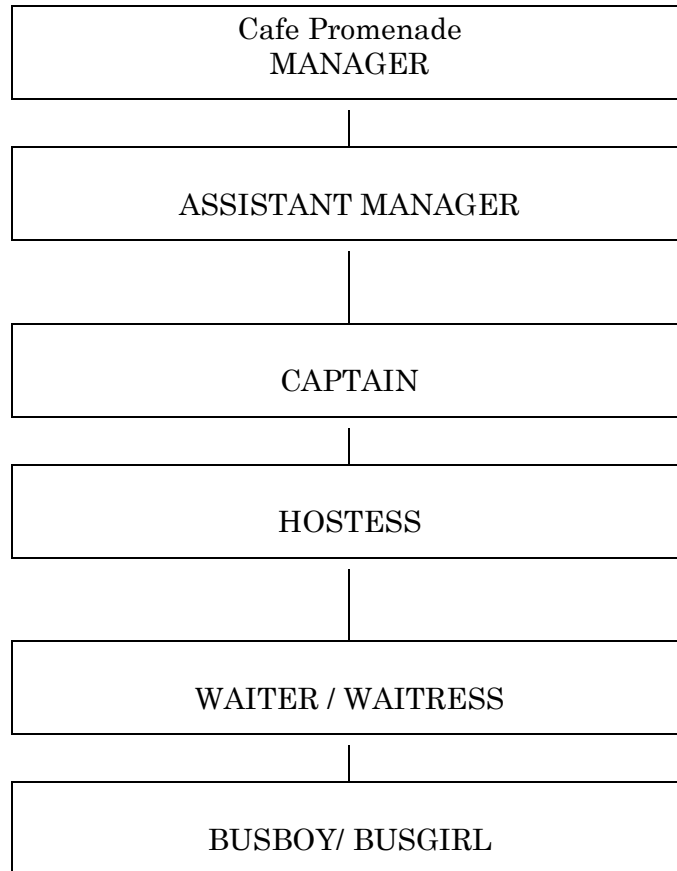


21. *Organisation Chart*



JOB TITLE : Restaurant Manager  
DEPARTMENT : Food & Beverage

REPORTS TO : F & B Manager  
SECTION : Cafe Promenade

*Summary* : This job is concerned with being responsible for the overall administration and operation of the restaurant and to maintain the required high and consistent standard of service

*Responsibilities:* 1) Liaison

- with the Executive Chef to assure a smooth service and coming up with suggestions regarding menu changes
- with Chief Steward to secure sufficient operating equipment for the day to day operation, to work out proper systems to prevent breakage and damage of operating equipment and to assure efficient debarrassage techniques
- with all other departments of the hotel, housekeeping and engineering in particular

2) Job Duties

- to ensure that the outlet is adequately equipped with operating equipment, guest supplies and restaurant accessories
- to schedule and assign staff according to reservation forecast, any special activities, events, holidays, vacation and arrangements
- to give continuous training to his/her employees and to conduct communication meetings twice a month and daily pre-meal briefings in order to review and improve service procedures
- To ensure that new staff members undergo a complete introduction program
- to maintain a daily logbook to record comments, complaints and sales information and to forward this daily to the F&B office after closing of the restaurant
- to maintain accurate employees attendance and payroll record
- to evaluate new employees for further employment
- to evaluate all employees in order to recommend any promotions and transfers and salary increases
- to keep good report towards guests and employees
- to be constantly aware of what competitors are doing regarding special promotions, new menus and pricing business trends, covers and average checks
- to participate in F&B meetings

- to check cleanliness and functioning of all operating equipment and furniture and to arrange for and following up on minor repair works mentioned on trouble reports to the engineering office
- to ensure a high standard of sanitation and hygiene in all areas of the outlet
- to make out and follow up store requisitions
- to be well versed in all hotel facilities' activities and promotions
- to assure that all employees are familiar with the hotels' fire and safety regulations and know how to act in case of emergency
- to perform any additional duties required by his/her superiors

### 3) Special service tasks

- to greet guests at the entrance, by name if known, to assign tables and to assist in seating the guests, to give special attention to VIP and repeat guests and to co-ordinate arrangements for small parties
- to provide personal service for special food preparation and to relieve assistant and captains during rush hours
- to keep good public relations with guests and to find out about their specific needs
- to promote sales through guest contact
- to maintain efficient communication with the Executive Chef in order to increase sales of items to be recommended
- to personally give instruction, to constantly supervise the service and to give feedback to employees regarding service standards provided
- to make sure that after closing the restaurant, all lights or electric and fir hazardous installations are switched off and all equipment is properly locked-up
- to ensure the proper operation of the cash registering and checking system in order to have a clear picture of the financial aspects of the outlet

### *Specifications* :

- excellent verbal skills
- excellent level of spoken English
- previous experience in supervisory level for at least 3 years
- aged preferably over 26 years
- well groomed, physically fit appearance
- take responsibility, leadership, entrepreneur
- flexibility in working environment according to volume of business

JOB TITLE : Assistant Manager  
DEPARTMENT : Food & Beverage

REPORTS TO : Restaurant Manager  
SECTION : Cafe Promenade

*Summary* : This job is concerned with assisting the outlet manager in supervising and co-ordinating the restaurant's staff and operation and acts as deputy in the absence of the restaurant manager

*Responsibilities:* 1) Job Duties

- to assist the restaurant manager in administrative tasks
- to assist the restaurant manager in scheduling and co-ordinating of staff
- to assist the restaurant manager in training and development of staff and in assuring the proper and complete introduction of new employees
- to check daily the condition, cleanliness and proper functioning of all operating equipment and furniture according to the restaurant's physical checklist
- to report any repair or maintenance requirements to the outlet manager
- to assist the restaurant manager in assuring good relations and co-operation with all other departments of the hotel
- to assure a correct and complete set-up of the restaurant and to check personally all tables, service stations etc. prior to each service
- to supervise and co-ordinate supplies of store requisitions and linen
- to take record and follow-up reservations and to make arrangements accordingly
- to perform any additional duties required by his/her supervisors

2) Special service tasks

- to assist restaurant manager in greeting guests at the entrance by name if known in assigning tables and helping to seat the guests
- to give special attention to VIP and repeat guests
- to provide personal service for special food preparations and to relieve captains, waiters during rush hours
- to develop and maintain good relations with guests and to handle complaints in the absence of a restaurant manager
- to assist restaurant manager in maintaining efficient communication with the chef
- to give instructions and constantly supervise the service
- to assist the restaurant manager in assuring the proper operations of the cash register checking system

- to assure that after closing the restaurant all lights and other electric and fire hazardous installations are switched off, all equipment is properly locked up and keys are returned to the security office

### 3) Other Considerations

- attend communication meeting, briefings and training sessions as required by the restaurant manager, training manager and food and beverage manager
- to keep uniform neat and clean and ensure personal grooming and hygiene

#### *Specifications* :

- excellent verbal skills
- good level of spoken English
- previous experience in guest contact position in the service field for at least 3 years
- aged preferably over 26 years
- well groomed, physically fit appearance
- take responsibility, leadership, entrepreneur
- disposed to develop and maintain good relationship with both parties (guests / employees)
- flexibility in working environment according to volume of business

JOB TITLE : Captain  
DEPARTMENT : Food & Beverage

REPORTS TO : Assistant Manager  
SECTION : Cafe Promenade

*Summary* : This job is concerned with being responsible for the efficient smooth and courteous service in the assigned section of the outlet under the supervision of the assistant manager and with co-operation of the waiters and junior waiters

*Responsibilities:* 1) Job Duties

- to co-ordinate and supervise all duties for the opening and closing brigade
- to assist the assistant manager in making arrangements according to reservations and special events
- to assist the assistant manager in checking the condition, cleanliness and proper functioning of all operating equipment and furniture
- to assist in the training of waiter/waitress and junior waiters
- to assure the correct and complete set-up of the restaurant section assigned to him/her
- to assist the assistant manager in following up all supplies from the store and linen room
- to perform any other duties required by his supervisors

2) Special service tasks

- to welcome guest in his/her station and to help them in seating
- to suggest an aperitif, to recommend and to present the menu
- to take food and beverage orders and to assure their immediate follow-up
- to participate in service of food and beverage items especially during rush hours
- to check and follow-up on billing and checking procedures
- to assure that tables are reset immediately after the guest have left to develop and maintain good relations with guests and to handle guest complaints as if it is required by the restaurant manager or his assistant

3) Other Considerations

- attend communication meeting, briefings and training sessions as required by the restaurant manager, training manager and food and beverage manager

- to keep uniform neat and clean and ensure personal grooming and hygiene

*Specifications* :

- good verbal skills
- good level of spoken English
- previous experience in guest contact position in the service field for at least 2 years
- aged preferably over 24 years
- well groomed, physically fit appearance
- take responsibility, leadership
- disposed to develop and maintain good relationship with both parties (guests / employees)
- flexibility in working environment according to volume of business



JOB TITLE : Hostess  
DEPARTMENT : Food & Beverage

REPORTS TO : Restaurant Manager  
SECTION : Cafe Promenade

*Summary* : This job is concerned with providing a positive image of the restaurant with a courteous, friendly and attentive service upon first guest contact

*Responsibilities:* 1) Job Duties - Set-up

- collect the flowers
- clean and adjust tentcard holders
- position seating arrangements
- clean chair/sofa cushions
- clean and set-up candlelights
- set-up of hostess desk

2) Guest Service

- greet the guest with friendly and courteous manners
- escort the guest to the table
- assist with seating
- assist with service
- farewell the guest with a polite manner
- handle telephone bookings

3) Breakdown

- clear the flowers
- remove tentcard holders
- store menus
- remove candlelights

*Other Considerations*

- attend communication meeting, briefings and training sessions as required by the restaurant manager, training manager and food and beverage manager
- to keep uniform neat and clean and ensure personal grooming and hygiene

*Specifications* :

- good verbal skills
- good level of spoken English
- previous experience in guest contact position
- charming and well mannered attitude

- well groomed, physically fit appearance
- disposed to work with others

JOB TITLE : Waiter  
DEPARTMENT : Food & Beverage

REPORTS TO : Captain  
SECTION : Cafe Promenade

*Summary* : This job is concerned with providing an efficient, smooth and courteous service to the guest under the supervision of the captain and with the co-operation of the busboy/ busgirl

*Responsibilities:* 1) Job Duties - Set-up

- set-up stations, tables
- co-ordinate and supervise all set-up from busboy/ busgirl
- train the busboy/ busgirl
- to perform any other duties as required by his supervisors

2) Guest Service

- greet the guest with friendly and courteous manners
- assist captain in presenting the menu, making recommendations and taking orders
- assist busboys/ busgirls to bring and serve food and beverage items
- follow up on billing and checking procedures
- farewell to guest with polite manners

3) Breakdown

- co-ordinate and assist the clearing of tables
- co-ordinate and assist the clearing of station
- co-ordinate and supervise the return of dirty linen
- assist the kitchen clearing the buffet

*Other Considerations*

- attend communication meeting, briefings and training sessions as required by the restaurant manager, training manager and food and beverage manager
- to keep uniform neat and clean and ensure personal grooming and hygiene

*Specifications* :

- intermediate verbal skills
- intermediate level of spoken English
- previous experience in guest contact position in the service field
- well groomed, physically fit appearance

- disposed to develop and maintain good relationship with both parties (guest / employee)
- flexibility in working environment according to the volume of business

JOB TITLE : Busboy/ busgirl  
DEPARTMENT : Food & Beverage

REPORTS TO : Waiter  
SECTION : Cafe Promenade

*Summary* : This job is concerned with assisting, in all aspects of work, the waiter in providing friendly and efficient service to the guest

*Responsibilities:* 1) Job Duties - Set-up

- collect cutlery, chinaware, glassware, tableware, service tray and linen
- polish operating equipment and tableware
- refill condiments, ice containers, waterjugs, toothpick holders
- fold napkins
- stock service station
- collect bread, butter, jam, milk, cream, lemon
- prepare coffee, tea
- assist in setting the table
- to perform any other duties as required by his supervisors

2) Guest Service

- greet the guest with friendly and courteous manners
- distribute the captain orders
- pick-up the food and beverage orders
- serve water, bread and butter, coffee, tea
- assist upon request in the service of food and beverage orders
- change ashtrays
- clear and reset table
- may run errands
- remain attentive to guest needs
- farewell to guest with polite manners

3) Breakdown

- clear and clean tables
- clear and clean station of mise-en-place
- return bread, butter, jam, milk, cream, coffee, tea
- return soiled linen
- assist the kitchen clearing the buffet

*Other Considerations*

- attend communication meeting, briefings and training sessions as required by the restaurant manager, training manager and food and beverage manager
- to keep uniform neat and clean and ensure personal grooming and hygiene

*Specifications* :

- elementary verbal skills
- elementary level of spoken English
- previous experience in guest contact position
- well groomed, physically fit appearance
- disposed to work with others
- flexibility in working environment according to volume of business