

# MAÎTRE D'HÔTEL

## JOB DESCRIPTION



## KEY ACCOUNTABILITIES

- He is for the serving of food operation on board responsible, further he is the major contact person to the passengers and should know all the specific wishes which they have.

## REPORTS TO

- The Maître d'hôtel reports directly to the Hotel Manager and is responsible for the overall supervision and performance of the food service on decks, and in the cabins, dining room and all bars.

## SUBORDINATE PERSONNEL

- Assistant Maître d'hôtel
- Restaurant Waiters
- Busboy
- Deck Steward
- Crew Mess Attendant/Utility

## AREAS OF RESPONSIBILITY

- He plans the dining room seating arrangements.
- He plans and supervises the service in the dining room, cabins and on decks.
- He continuously gives "on the job" training to his staff.
- He establishes work schedules and work routines.
- He is responsible for the appearance of his subordinate personnel.
- 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 ordering and storing all beverages and consumables and keeping regular inventories.
- He is responsible for the maintenance and cleanliness of his Department.
- He is responsible for all administrative work involved.

## SUPERVISION AND TRAINING

- 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 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.
- He keeps his Supervisor continuously informed about any complaints from passengers and solves them immediately whenever possible.
- He is responsible for keeping a Log Book for the Dining room and Bars.
- 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.

## **PERSONNEL TRAINING AND CONTROL**

- 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.
- 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 ashore 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.

## **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.