

# Job Description: Maitre d'Hotel

## Summary:

*Reporting to the General Manager, the Maitre d'Hotel ensures that guests have a pleasant and memorable dining experience. He/she oversees and coordinates the planning, organization, training and management necessary with the aim of building guest loyalty and sales; coordinating costs; finding, focusing and keeping talented employees; maintaining exemplary health and safety standards; and supervising the up-keep of the restaurant.*

## Job Requirements & Skills:

- A Degree/ Diploma in Hospitality or equivalent considered an asset
- At minimum of two years' supervisory experience in a similar environment
- Smart Serve Certification a requirement
- High attention to detail
- Ability to remain calm under pressure while working in a fast-paced environment
- Organizational skills and sales ability
- Ability to multi-task
- Strong oral and written communication skills
- Exemplary level of product knowledge
- Ability to maintain a level of professional urgency and momentum
- Strong supervisory skills
- Professional appearance appropriate to a fine dining establishment
- Ability to train, teach and motivate team-members
- Consideration, patience and a desire to help out fellow employees
- A positive self-image
- An ability to command the respect of co-workers
- An excellent service attitude and willingness to go out of her/his way to accommodate guests and exceed their expectations
- Equanimity under pressure: an ability to work calmly and efficiently during busy times

## Duties:

- Maintain communication with and supports the General Manager.
- Manages costs of Front of House labour, operating supplies, liquor, wine, beer, beverage COGS and restaurant maintenance
  - Endeavour to prevent any staff member from exceeding 44 hours per week and thus working into overtime
- Works to build staff skills and professionalism by:
  - Conducting daily shift meetings
  - Creating enjoyable, ongoing product skills training sessions
  - Ensuring staff participated in said training sessions
  - Testing all staff on all areas of product knowledge, skills, policies and food safety
- Ensure staff adhere to all restaurant Policies and Procedures
- Lead by example to achieve desired results in high quality service and experience for guests.
- Anticipate guests' needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining experience.

- Accommodate special requests whenever doing so would not hinder the experience of other guests
- Check tables throughout service times for guest satisfaction, resolve guest complaints
- Coordinate food service between kitchen and service staff.
- Manage the guest reservation system.
- Use and ensure other employees use guests' names whenever possible
- Record in OpenTable database any information provided by guests to ensure a positive return visit
- Receive and greets members and guests; assist with seating.
- Ensure the use of opening & closing duty lists, and daily & weekly cleaning lists for each shift & position
- Ensure dining room supplies are stocked.
- Inspect dining room, table settings, chairs, floors, proper maintenance, cleanliness and safety. Takes immediate action to correct any issues.
- Co-ordinate and/or reassign workflow & tasks day to day, as necessary, to ensure workload is fairly shared
- Controls cash and other receipts by adhering to cashing handling and reconciliation procedures
- Supervise the dining room staff and maintain uniform service standards
- Review daily specials, stations and other applicable announcements.
- Assist with banquet room set up and break down; ensure that it is always set up for presentation.
- Act as initial contact for disciplinary actions. Assure that actions are consistent and accurate. Provides timely detailed account of any disciplinary issues to the General Manager
- Review daily and weekly functions with General Manager
- Conduct liquor and/or wine inventories in timely and regular fashion
  - Ensure stock is maintained at established par levels
  - Ensure all incoming orders are checked against accompanying receipt/ packing slip
  - Store, handle and rotate stock to prevent loss/ wastage
  - Suggest and/or implement plans and corrective actions to address any inventory variance
- Perform other related duties as assigned.