

## **POSITION: Maître d'- Restaurant Magdalena**

Reports to: Restaurant Manager

Position Summary: Strive to continually improve the guest experience and satisfaction with a focus on the dining room atmosphere and the service offered therein. Act as the face of the restaurant.

Duties and Responsibilities Categories:

Operational Acumen:

- To ensure that the service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager.
- To make sure that company policy, vision statement and departmental objectives are followed and utilized at all times.
- Contribute ideas to Magdalena's calendar of events.
- To be fully conversant with all Magdalena/The Ivy Hotel products and services.
- To be fully knowledgeable of billing procedures and to support service staff in its execution.
- To maintain good communication between Magdalena and other departments on a daily basis.
- Have knowledge of Relais & Chateaux and Forbes Travel Guide standards of hospitality and service.
- Manage all dinner reservations via current booking system. Including confirmations, cancellations, changes, special occasions and dietary information.
- Discreetly maintain a working knowledge of client base with any and all appropriate information to facilitate the meeting and exceeding of expectations. Communicate this information to the service team as warranted.
- Assist with opening and closing of the restaurant.
- Serve as proxy for the Restaurant Manager when unavailable, including, but not limited to: staffing and personnel issues; event organization/planning; public relations and marketing; restaurant security; valet; hotel-restaurant integration/overlap.
- Collaborate with Restaurant Manager in the maintenance and upkeep of all printed and digital media.

Supervision:

- Assist the Restaurant Manager in maintaining, engaging and training to enhance cohesion and morale of the service team.
- Foster an environment where improvements to products, processes and services are welcomed and encouraged.
- Monitor and review staff performance, set and review objectives in cooperation with Restaurant Manager.
- Assist with employee training and work to develop team members according to their individual abilities and potential.
- To hold accountable service team members for the preparation and oversight of their station, private function or other service.
- To ensure that the restaurant dining areas are maintained to a high standard in concert with the Restaurant Manager and consistent with the overall property.
- Communicate any deficiencies in equipment or facilities to Restaurant Manager and/or appropriate department for rectification.
- Work in concert with Restaurant Manager in the selection, orientation and on-going training of service team members.
- Manage scheduling of service team members and section assignments, ensuring enough staff for the proper execution of service standards.

Stock and Inventory:

- Liaise with the Restaurant Manager to ensure stock control and budgeted margins are achieved.
- Communicate to Restaurant Manager inventory levels, stock problems, etc. to facilitate proper ordering and availability of supplies.
- Identify additional equipment to facilitate efficient service in the restaurant.

#### Customer Service:

- Establish and maintain good relationships with all guests and handle complaints, requests and inquiries.
- To be conversant with every dish served in the restaurant and to provide explanations as requested.
- To have a solid understanding of the current wine list.
- Act as a brand ambassador for Magdalena/The Ivy and ensure group values are upheld to both external and internal contacts, through appropriate behavior and performance.
- To ensure that all guest wishes are met so far as is reasonably possible.
- To ensure that all staff call guests by their correct name and title.
- To welcome, seat and take food orders from guests in the restaurant.
- To ensure that service is at all times performed in a professional manner following standards set.
- To collate information and feedback while attending all staff briefings before each service.
- To obtain feedback from guests and to use this to improve service and to pass on such to the Restaurant Manager.
- Work with Restaurant Manager to secure guests' coats, luggage, hats, etc. during service.0

#### Health and Safety:

- Contribute to the formulation and review of risk assessments for the Bar.
- Take responsibility for monitoring and reporting any health and safety issues to the appropriate person.
- Operate safe practices, act as a role model and provide guidance to staff to ensure that their safety and that of guests is protected.
- To ensure that all appliances, fixtures and fittings are safe and work in accordance with health and safety regulations.
- To be fully aware of the hotel's fire and safety procedures and health and safety regulations.

#### General:

- To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
- To undertake any other duties as requested by the Restaurant Manager.
- To report for duty punctually and in full uniform according to appearance and grooming standards.

#### Physical Requirements and Work Environment:

- Work requires vision to monitor, data entry and frequent standing, walking, bending, stooping, driving and lifting and carrying restaurant stock and food supplies weighing up to 50 pounds.
- May be exposed to hazardous cleaning chemicals and supplies, hot food preparation equipment, smoke, and other hazardous conditions common to commercial food preparation areas.
- May be exposed to individuals under the influence of alcohol. Work is performed in a restaurant and kitchen environment.