

# Accor professions guide: Head waiter (m/f)



## What exactly does my mission involve?

- Contributes globally to guest satisfaction through the quality of his/her work and exemplary behaviour.
- Is responsible for one area of the restaurant, in charge of organisation, coordination and waiter service.
- Provides a high standard of hospitality and service for guests in the F&B point of sale.
- Helps increase the restaurant's revenue through his/her sales efforts.

Apply on line for the head waiter - waitress positions

## This profession exists...

in restaurants of all Group hotels around the world.

[Personality](#) | [Activities](#) | [Qualifications/Experience](#) | [Progression](#)

Good interpersonal skills and self confident  
Guest oriented and service minded, with attention to quality  
Sales oriented  
Motivational skills  
Dynamic  
Good presentation  
A thorough and organised approach

## Customer relations

- Ensures guest satisfaction in the area under his/her responsibility
- Provides a friendly and personalised welcome for guests
- Offers an attentive service to guests, adapting to any constraints
- Heeds any remarks made by guests and ensures follow-up

## Professional techniques / Production

- Organises and supervises the work of the commis chefs, apprentices and interns
- Carries out and supervises the following tasks:
  - setting up the point of sale and preparation areas
  - cleaning and tidying the restaurant and preparation areas before and after closing
- Before every workshift, finds out about dish composition and any shortages
- Organises work and adapts timing and relational behaviour to suit fluctuations in numbers and

types of clientele

- Ensures the equipment used remains in good condition

### **Team management**

- Helps train waiting staff, apprentices and interns
- Integrates newcomers to the restaurant teams
- Manages his/her teams on a daily basis and generates a good working atmosphere

### **Commercial / Sales**

- Offers suggestions, advice to guests and sells the different services available
- Increases revenue for the point of sale through additional sales techniques
- Helps increase guest loyalty through quality of service

### **Management and administration**

- Is actively involved in meeting the department's targets:
  - by respecting the procedures and internal audits applicable in the hotel
  - by increasing sales
- Respects the invoicing and cash operations procedures
- Helps manage crockery and appliances by avoiding breakages
- May be asked to help with inventories, check deliveries and store food items

First experience in service

Business English

Maître d'hôtel (m/f) (depending on structure)

Reception (after training)

Culinary professions (after training)

International mobility