

# Accor professions guide: Maître d'hôtel (m/f)



## What exactly does my mission involve?

- Organise the food and beverage point of sale under your responsibility
- Ensure guest satisfaction and high standards of service for customers
- Manage and motivate the team to develop the sales and the quality of the services
- Help increase the restaurant's revenue through your sales actions
- Apply the hygiene and safety rules

Apply on line for the maître d'hôtel positions

## This profession exists...

In most of the restaurants of the group around the world.

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

### Leadership

Rapidity and efficiency

Sales oriented

Dynamic

Good interpersonal skills and self confidence

Guest and service oriented, with attention to quality

Good teacher and team leader

Rigorous and organized

### Customer relation

Ensure guests are well looked after

Offer attentive service to guests, adapting to any constraints

Attentive to the comments of customers (follow up)

Convey the image of the hotel

### Management

Organize work and modify headcount according to level of activity

Avoid waste and loss of food items

Respect the procedures and internal audits

Take part in inventories

Analyze results and implement corrective actions as necessary

### Team Management

Develop the motivation and the support of your Teams

Participate in the recruitments and apply labor Legislation

Integrate, train and facilitate the development of the skills of your employees  
Ensure your staff are well presented

**Professional techniques / Production**

Organize and check the team's work  
Organize the implementations according to the forecasts of activity  
Take the global level of activity into account when managing the flow of guests

**Commercial / Sales**

Offer suggestions and advice to guests  
Increase revenue for the point of sale through additional sales techniques  
Analyze customers comments and share them with your team  
Make live the commercial plan in your service

**Hygiene / Personal safety / Environment**

Ensure that the workplace remain clean and respect security rules (HACCP regulations)  
Respect the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste etc)  
Respect utilization and security rules of the equipment(s)

Professional training in Restaurant  
Experience that demonstrates well established technical know-how  
Have to speak the language of the country – English recommended

Food and beverage manager (m/f)  
Food and beverage assistant (m/f)  
Restaurant  
International mobility