

# Accor professions guide: Restaurant floor team member (m/f)



## What exactly does my mission involve?

- Set up, prepare and maintain the dining rooms in line with the commercial offer.
- Participate in various services offered by the hotel (floors, seminars, banquets)
- Help floor staff to clean up and tidy up the rooms and common areas
- Tidy up the storage area every day
- Apply the hotel's hygiene and safety rules
- Depending on the institution; may help set up breakfast

Apply on line for the restaurant - floor team member positions

## This profession exists...

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

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

Discretion

Rapidity and efficiency

Adaptability

Pay attention to details and services

Sense of observation and organisation

Well organised and rigorous

Able to work in a team

Flexibility and responsiveness

Physical and mental staying power

Listening skills

## Floors

Help floor staff to tidy up the rooms

Ensure delivery of guest's linen

Take care of the equipment used (trolleys, etc)

Tidy storage areas every day

Inform appropriate departments of any changes in organization

## Customer relation

Work quickly and remain polite and courteous

Provide information for guests if needed, or direct them to the right person

Familiar with all the hotel's services

**Management**

Ensure the management of products used

Restoration

Help set up the meeting rooms for the seminary

Set up catering at break times for seminars

Keep working areas clean

Indicate the need for technical intervention

**Hygiene / Personal safety / Environment**

Ensure that the workplace remains clean and respect security rules (HACCP regulations)

Respect utilization and security rules of the equipment(s)

Apply the hotel's security regulations (in case of fire etc)

Respect the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste etc)

Some professional experience desired

Training available for beginners

Have to speak the language of the country and know the basics in English

Housekeeper (m/f)

Waiter/ Waitress (after training)

Working in the kitchen (after training)