Maitre D’

Job Description:

A **Maitre d**' is a position in a higher end establishment, such as a fine dining restaurant or luxury hotel. This person runs the dining room operation in a restaurant. As well as managing the work of the front of the house brigade, the maitre d' is also responsible for customer relations and for ensuring that a restaurant's customer receive impeccable service at all times. They act as both host and dining room manager. Maître D’s are generally the first point of contact of the guests and patrons when entering a restaurant or other dining establishment, as they are the ones welcoming the guests and showing them to their seats. In some cases, Maître D’s may even assist customers before their visit by booking reservations and giving them key information on the restaurant’s menu and ambience. They make the first impression on the customer and in so doing, make the first impression of the establishment.

Job Responsibilities:

* Communicate with other staff in restaurant to communicate customer needs (i.e. bartender, kitchen, manager, etc)
* Responsible for ensuring consistent high quality service.
* Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
* Ensure positive guest service in all areas.
* Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
* Know when to escalate a customer problem to management
* Ensure that proper security procedures are in place to protect employees, guests and company assets.
* Maintain a smooth and comfortable flow of service for other staff and customers
* Complete an accident reports promptly in the event that a guest or employee is injured.
* Completes job responsibilities and performance objectives in a timely and effective manner and in accordance with company policies and procedures.
* Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.
* Performs other duties and responsibilities as required or requested.
* Clean and sanitize menus after customer use
* Greeting guests as they enter, and putting them on a waiting list as necessary.
* Providing guests with menus and answering any initial questions.
* Seating guests at tables or in waiting areas.
* Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
* Engaging with guests to ensure they're happy with food and service.
* Responding to complaints and helping to resolve them.
* Answering phone calls, taking reservations and answering questions.
* A knowledge of the menu.
* Helping out with other positions in the restaurant as needed.
* Providing great customer service.
* Monitor all dining room operations
* Administer everyday operations of the dining room
* ensure compliance to all health department regulations
* monitor all guest services in restaurant and assist to resolve all customer issues
* maintain optimal customer satisfaction.
* Monitor inventory for all dining room products
* manage all communication for product or service promotions
* Determine and prepare various dining room operation guidelines
* recommend improvements to various techniques
* monitor and restock inventory, change pars as appropriate
* Train new staff
* Assist in hiring of new staff
* Make recommendations for termination of staff
* Ensure merchant services are functioning, and resolve issues immediately with merchant customer service rep
* maintain control on all cash and credit card receipts
* reconcile revenue at end of each night
* Prepare all paperwork and reports for schedule within required timeframe
* Manage any equipment repairs
* Inspect staff for proper attire and presentation
* Address any damage to tables, floors, or décor
* Assist staff during busy times to ensure smooth flow of the dining room
* Address issues with computer systems
* Manage reservations

Job Qualifications:

* Bachelors in restaurant management, hospitality, or related field required
* Masters in restaurant management, hospitality, or related field preferred
* Experience as a Maitre D’

Opportunities as a maitre d’ are available for applicants without experience in which more than one maitre d’ is needed in an area such that an experienced maitre d’ will be present to mentor.

Job Skills Required:

* Ability to multitask
* Excellent customer service skills
* Good communication skills
* Able to work calmly under high pressure
* Team Player
* Endurance to stand for entire shift
* Pleasant, polite manner and a neat and clean appearance.
* Must be able to handle the pressures of simultaneous customer requests
* Must possess good communication skills for dealing with diverse customers
* Must possess cultural competence and ethnic sensitivity