

Captain - Asian Restaurant

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Company: Accor

Location: dubai

Category: other-general

Key Roles & Responsibilities Must know all menu items, their garnishes, contents and preparation methods and be able to relay that information to guests in a polite and concise way if asked Serve and clear food and beverage items in an unobtrusive and professional manner Utilize the POS system to ring up sales, print checks Carry trays, bus and reset tables with linen, china, glass and silver Ascertain guests' satisfaction and handle solvable problem which may arise, informing a manager of the problem and how it was resolved Follow cash and credit card procedures according to the guidelines of the accounting department Maintain a clean, neat and orderly restaurant throughout service Polish silver, refill salt, pepper and sugar, creamers, etc Ensure that work station is stocked with appropriate condiments at all times Report any guest comments regarding food and beverage to manager Conscientious handling and maintenance of operating equipment Learn and adhere to safety, sanitation and hygiene policies Maintain good working relationships with colleagues, and all other departments Maintain complete knowledge of all F&B services, outlets and hotel services/features Lead opening/closing side duties as assigned and set all tables according to standards Report to manager any kinds of deviation from set standard and procedures Ensure that all service and storage areas are kept safe and clean Help minimize waste, neglect, breakages and mishandling of supplies and equipment Carry out light cleaning and maintenance of the outlet Assist other Food & Beverage Outlets in their operations during peak hours if needed Follow hotel code of ethics at all times. Assist outlet supervisor in team training when required.

Qualifications PERSONAL ATTRIBUTES Good reading, writing and oral proficiency in the English language Must be well presented and

professionally groomed at all times Able to account and handle cash effectively and efficiently
Good communication and customer contact skills; good problem resolution skills Strong F&B
product knowledge Team player with strong interpersonal skills and attention to
detail Experience Minimum 2 – 3 year food and beverage serving experience Minimum 1 year
Captain/Team-leader

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