

**OCCUPATIONAL STANDARD**

***Maître d' (Captain)***

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| **OCCUPATIONAL STANDARD**  ***Maître d' (Captain)***  **Economic (Sub)Sector:**  Hospitality  **ASCO reference code:**  5130 – Waiter  **Scope of the standard:**  This standard applies to head waiters in both hotels and restaurants regardless of size with the ability to apply varied service styles that may include but not limited to buffet, a la carte, silver service and guerdon service. With the ability to work unsupervised while supervising others from the beginning to the end of a food service period.  **Developed by:** |
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| **Endorsed by:**  Sector Skills Council for Hospitality and Tourism  **Approved by:**  Approving body?  **Approval date:**  Date of registration and approval  **Review date:**  Date up for review according to review policy |

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| **No.** | **Employability Competencies** | **Occupational Levels** | | |
| **Maître D’** | **Waiter** | **Server** |
| **1.** | **Communication** | | | |
| 1.1. | Verbally communicate with others | **X** | **X** | **X** |
| 1.2. | Communicate with others in writing | **X** | **X** | **X** |
| **2.** | **Teamwork** | | | |
| 2.1. | Work within a team | **X** | **X** | **X** |
| 2.2. | Solve disputes and negotiate with others | **X** |  |  |
| 2.3. | Defend rights at work | **X** | **X** | **X** |
| 2.4. | Time and resource management | **X** | **X** | **X** |
| 2.5 | Make decisions | **X** | **X** |  |
| **3.** | **Self-marketing** | | | |
| 3.1. | CV writing | **X** | **X** | **X** |
| 3.2. | Job interviews | **X** | **X** | **X** |
| 3.3. | Presentation skills | **X** | **X** |  |
| **4.** | **Problem Solving** | | | |
| 4.1. | Identify and analyse work problems | **X** | **X** | **X** |
| 4.2. | Solve problems at a work site | **X** |  |  |
| 4.3. | Evaluate results and make decisions | **X** |  |  |
| **5.** | **Entrepreneurship** | | | |
| 5.1. | Critical thinking | **X** | **X** | **X** |
| 5.2. | Find/create small business idea project. | **X** | **X** | **X** |
| 5.3. | Prepare simple feasibility studies for their projects | **X** |  |  |
| 5.4. | Prepare business plan of project to present to loans institutions | **X** |  |  |
| 5.5. | Managing, improving and developing of their project | **X** |  |  |
| **6.** | **Computer/ICT skills** | | | |
| 6.1. | Use a computer | **X** | **X** | **X** |
| 6.2. | Use internet | **X** | **X** | **X** |
| **7.** | **Foreign Languages** | | | |
| 7.1. | Basic communication skills | **X** | **X** | **X** |
| 7.2. | Use technical global serving terms | **X** | **X** |  |
| **8.** | **Mathematical Skills** | | | |
| 8.1 | Perform basic measurement operations | **X** | **X** |  |
| 8.2 | Perform mathematical operations | **X** | **X** |  |

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| **Competency 1: Comply with Establishment and Legislation Requirements in a Food and Beverage Establishment** | | | |
| **Range:** | Applies to hospitality workers in the front of house department and includes but is not limited to complying with health and safety procedures and processes that will ensure safety of customers and safe working practices in a food service area, and related local and national legislation applicable to food and beverage establishments. | | |
| **Related Tasks from Occupational Profile:** | **Task A3:** Use safe and hygienic practices and good personal hygiene when preparing, serving and clearing food and beverages | **Task A4:** Store and safe handle hazardous substances, cleaning detergent and chemicals | **Task A5:** Apply emergency procedures (first aid, firefighting, handle violent guests, accidents ..etc) |
| **Task A6:** Comply with business and legislation requirements | **Task A7:** Conduct hazard risk assessment to eliminate any imminent danger i.e. slippery or wet floors , unclean cutting boards. etc | **Task B5:** Apply business /brand set up protocols e.g. music, lighting, general ambience and pre-service briefing |
| **Performance Criteria:** | * 1. Establishment policies are followed and implement as needed   2. Local and national legislative policies are followed and implement as needed   3. Consequences of non-compliance of legislation can be explained   4. Safety and security forms and protocols are completed as establishment, local and national legislation requires   5. Food service hygiene standards comply with local legislation and establishment policy | | |

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| **Competency 2: Exhibit Professional Behaviours and Attitudes Appropriate to the Hospitality Industry** | | | | |
| **Range:** | Applies to hospitality workers, the characteristics and benefits of excellent customer service, the impact of behaviours, interpersonal skills and team working in creating a work environment that is conducive to providing professional customer service. | | | |
| **Related Tasks from Occupational Profile:** | **Task A1:** Maintain personal hygiene | **Task A2:** Maintain presentable and professional appearance | **Task C9:** Apply restaurant policies | **Task H7:** Communicate fluently in a 2nd language |
| **Performance Criteria:** | * 1. Establishment dress code is maintained daily (including uniform, jewellery, and hair etc)   2. Communication with customers and staff is conducted in an articulate and professional manner in a food and beverage context   3. Time is managed according to the establishment   4. Ability to effectively participate in teams, have spirit to cooperate with colleagues   5. Display non-discriminatory behaviour towards staff or guests | | | |

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| **Competency 3: Prepare a Food and Beverage Establishment for Serving Guests** | | | |
| **Range:** | Applies to hospitality workers developing and implementing technical skills to prepare a range of food service styles found within the hospitality industry, including but not limited to fine dining, buffet and fast food service establishments. | | |
| **Related Tasks from Occupational Profile:** | **Task B1:** Prepare business and dining areas for food and beverage service | **Task B2:** Set tables according to business/ brand and service style | **Task B3:** Replenish mis en place (stock levels) |
| **Task B4:** Actively seeks information when needed e.g. from chef or manager. | **Task B6:** Identify the key features and Components of menu items including allergen information | **Task B7:** Give guests accurate information regarding menu items, ingredients, specials , price |
| **Performance Criteria:** | 1. Establish ambience according to the style of the establishment 2. Design setting and organise tables and chairs in the style of the restaurant 3. Design and organise table setting (e.g. cutlery, crockery, glassware, arrangements, candles, menus, napkins, accompaniments etc) in the style of the restaurant, and service type 4. Manage stock levels of items directly related to the service and dining experience (e.g. cutlery, crockery, glassware, arrangements, candles, menus, napkins, accompaniments, etc.) in the style of the restaurant, and service type | | |

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| **Competency 4: Complete Guest Bookings Applicable to the Food and Beverage Establishment** | | | |
| **Range:** | Applies to transferring relevant information accurately between customers, team members and other departments, using establishment methods of communicating with customers to book tables and set up restaurant, including but not limited to telephone etiquette, knowledge of service periods, restaurant restrictions, restaurant booking systems (electronic or written). | | |
| **Related Tasks from Occupational Profile:** | **Task B8:** Take bookings | **Task B9:** Prepare reserved tables for service | **Task H2:** Compile rosters/scheduling |
| **Performance Criteria:** | 1. Manage restaurant booking system according to establishment practices 2. Organise tables according to guest booking numbers per table 3. Roster staff according customer bookings | | |

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| **Competency 5: Deal with Guests Upon Arrival** | | | |
| **Range:** | Applies to the batching, manual and machine mixing, testing, pouring, vibrating, finishing and curing of concrete to walls, while taking into consideration the principles of reinforced concrete. | | |
| **Related Tasks from Occupational Profile:** | **Task C1:** Demonstrate awareness of various menu styles | **Task C2:** Demonstrate culinary/beverage general knowledge and understand the various serving styles and standards depending on the business type | **Task C3:** Know the variety of food and beverages served, their basic characteristics, information required for the guest, equipment required to store, prepare and serve them and storage conditions required for optimum quality |
| **Task D1:** Greet guests according to best practice standards in line with business/ brand standards | **Task D2:** Escort guests to table using a customer-oriented manner | **Task D3:** Seat guests according to the business / brand standards and protocol |
| **Task D4:** Present menus to guests with the right approach according the business standards | **Task D5:** Start with taking beverage orders | **Task C4:** Identify the key features and Components of menu items including allergen information |
| **Task C5:** Work with people from a diverse backgrounds and cultures, including ability to identify how to show equality diversity and ethical awareness | **Task C6:** Display ability to serve local demographics and how this is echoed in products and services available | **Task C8:** Comprehend the importance of giving guests accurate information regarding menu items, ingredients, specials, price |
| **Task C7:** Recognize the correct standard of service and service style within key hospitality organizations including Formal dining, Casual dining, fast dining, Buffet dining | | |
| **Performance Criteria:** | 1. Welcoming guest into establishment in a warm, friendly and professional manner 2. Setting guests appropriately according to establishment and common international protocol 3. Communicate services and product information about the establishment accurately and professionally 4. Providing preservice options effectively as per establishment requirements in a timely manner 5. Transferring relevant information accurately between customers, team members and other departments accurately | | |

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| **Competency 6: Provide Beverage Service to International Industry Standards** | | | | |
| **Range:** | Applies to hospitality workers in a variety of workplace settings and service styles. To prepare and serve alcoholic and non-alcoholic beverages. | | | |
| **Related Tasks from Occupational Profile:** | **Task E1:** Serve Non-Alcoholic drink according to the business/brand standards | **Task E2:** Display knowledge of best practice and etiquette of serving hot beverages ,tea and coffee according to business/ brand standards | **Task E3:** Recognize the different hot beverages served, their ingredients and characteristics | **Task E4:** Serve alcoholic beverages responsibly |
| **Performance Criteria:** | 1. Knowledge of beverage products and service styles are explained 2. Preparation of beverages according to role is applied to industry and establishment standards 3. Service of beverages according to role is applied to industry and establishment standards 4. Food and beverage matching options can be explained and communicated to guests 5. Equipment used in beverage preparation and service is used and maintained hygienically and safely 6. Legislation of beverage service and consumption is explained and applied | | | |

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| **Competency 7: Provide Food Service to International Industry Standards** | | | |
| **Range:** | Applies to hospitality workers in a variety of workplace settings and service styles. To take orders and serve menu items | | |
| **Related Tasks from Occupational Profile:** | **Task F1:** Serve food selling skills, assist guest selection | **Task F2:** Take orders manually | **Task F3:** Take orders electronically |
| **Task F4:** Serve meals according to best practice standard in line with the business/brand service style | **Task F5:** Enquire about guest satisfaction | **Task F6 :** Use appropriate opportunities to persuade and endorse additional menu items and services |
| **Task F7 :** Enthusiastically seek opportunities to please and ‘impress’ guests in line with the business / brand standard | **Task F8:** Displays a professional, confident and informative approach to the service of food and beverages | **Task H5:** Demonstrate vast global product and recipe knowledge |
| **Performance Criteria:** | 1. Professional etiquette and communication with customers is in accordance with establishment and industry standards for the duration of the service provision 2. Menu knowledge, styles and service methods can be explained 3. Dietary requirements can be explained, and allergenic ingredients identified 4. Selling skills to increase customer spend can be demonstrated 5. Food orders are taken accurately and delivered to the bar/kitchen in accordance with establishment and industry protocol 6. Delivery of menu items to tables and guests as per menu style is in accordance with establishment and industry standards 7. Table setting is adjusted as needed according to menu items selected when necessary 8. Ability to monitor flow of service, promptly resolve delays or deficiencies in service, and advise or reassure customers is demonstrated 9. Guest feedback is sought at the appropriate times as per establishment and industry standard | | |

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| **Competency 8: Receive Guest Payments and Complete Service According to Establishment Protocol** | | |
| **Range:** | Applies to hospitality workers in a variety of workplace settings and service styles. To receive payments for services via a variety of payment options including but not limited to cash, cheque, electronic methods. | |
| **Related Tasks from Occupational Profile:** | **Task G1:** Obtain guest feedback | **Task G2:** Clear tables to industry standards |
| **Task G3:** Receive payment according to establishment procedures | **Task G4:** Complete end of shift duties i.e. clean-down, hand over procedure, and secure lock up |
| **Performance Criteria:** | 1. Demonstrate discretion and gratitude in receiving payments 2. Knowledge of international currencies can be explained 3. Basic calculation skills are demonstrated 4. Ability to confidently and accurately use electronic payment methods is demonstrated | |

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| **Competency 9: Apply Accounting Principles in a Food and Beverage Context** | | |
| **Range:** | Applies to hospitality workers involved with processing guest payments, reconciling tills, balancing float, and costing menus and or beverage menus. Also ordering items for the establishment. | |
| **Related Tasks from Occupational Profile:** | **Task H3:** Participate in procurement/stock takes | **Task H4:** Manage finances i.e. till reconciliation, float balance, banking |
| **Performance Criteria:** | 1. Knowledge of procuring consumables in accordance of the establishment 2. Stock rotation ensures consumables are kept at or above par levels 3. Food and beverage knowledge is describe the flavour and texture of various dishes 4. Manage financial aspects of a food and beverage establishment accurately and honestly | |

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| **Competency 10: Supervise Restaurant Operations According to Establishment Policies** | | | |
| **Range:** | Applies to senior hospitality workers, with the responsibility of supervising staff and overseeing a food and beverage establishment . | | |
| **Related Tasks from Occupational Profile:** | **Task H1:** Demonstrate supervisory skills/Leadership in a crisis | **Task H6:** Implement marketing activities | **Task H8:** Manage guest satisfaction |
| **Performance Criteria:** | 1. Complete end of shift duties to ensure finances, establishment hygiene, hand-over procedure and secure lockup have occurred to the standard of the establishment 2. Fluent in expressions and communication in another language according to the clientele of the region 3. Staff management and team building skills are demonstrated 4. Smooth running of the establishment in terms of appropriate staff coverage in relation to the needs of the service 5. Guest satisfaction is managed to ensure repeat business and word of mouth advertising. | | |