

The Dining and Bar Supervisor

Responsible to the Assistant Manager

Description of duties

- i) Ensure that the dining Room , Bar and all eating areas are clean at all times
- ii) Ensure that the tables are cleared between courses and table tidied up
- iii) Ensures that the restaurant and bar duties are planned and covered.
- iv) Ensure all services staff are properly dressed in clean uniforms and report on duty punctually.
- v) Responsible for all table bookings, organization, allocation and passage of information on any special guest requests.
- vi) Supervises to ensure that all bar and restaurant mis en place is prepared and ready in time as required.
- vii) Supervising order taking and seating guest.
- viii) Consult with the Chef and kitchen staff on service time in order to ensure coordination.
- ix) Give daily briefings to waiters on menu and style of service.
- x) Prepare duty rosters for all service staff.
- xi) Ensure that service equipment are in good repair and that they do not disappear through ensuring that stock taking of all operating equipment is done every two weeks.
- xii) Ensure that services procedures are followed.
- xiii) Ensure that proper billing system is followed and that payment is received for all services given.
- xiv) Performing any other tasks other than the ones above that that may be allocated to you by management from time to time

Training and Experience

- i) A minimum of 2 years in a catering concern as a waiter after having undergone a food and beverage sales and service course in a reputable catering training institution
- ii) A thorough knowledge of restaurant and bar operation
- iii) A good knowledge of food and menu interpretation

- iv) Previous banquets knowledge to be able to prepare parties.
- v) Ability to teach, instruct and administer over staff.
- vi) Posses knowledge and ability to prepare operating reports
- vii) Be reliable and trusted

Waiters

Responsible to the Restaurant and Bar Supervisor

Description of Duties

- i) On entry to duty, clean and dust room. Specific jobs to be detailed e.g. clearing tables, wiping trolleys, condiments, ménages, silverware, crockery etc.
- ii) Provide food and drinks service on tables and stations allocated ensuring prompt and efficient service for guest satisfaction.
- iii) Cleaning the dining room, restaurant or lounge and before, during and after service.
- iv) Study and understand the menus being served.
- v) Give service courteously.
- vi) Ensure that you work in a team being helpful to your colleagues and provide a fall back.
- vii) Performing any other tasks other than the ones above that that may be allocated to you by management from time to time

Qualifications Required

- Basic formal education up to form four with some training in service and few years of experience as a waiter.
- Pleasant personality that encompass tolerance, patience, understanding and a good sense of judgment are important personal attributes.
- Must be tidy in clean uniform at all times

Cooks

Responsible to the kitchen Sous Chef/Chef

Description of Duties

- i) Firstly, to ensure that he/she is properly dressed with clean working clothes.
- ii) Ensure that his working area including working tools and equipment such as fridges are clean and in working condition.
- iii) Consult the day's menu to ascertain the requirements.
- iv) Requisition his requirements for the day
- v) Prepare mis en place for both a la Carte and table d' hote whichever is necessary for the day.
- vi) Consult with the chef for any special requirements.
- vii) Ensure that all preparations are done according to the customer wishes in terms of quality, taste, presentation and served on time and in the style requested or established
- viii) Ensure that the work place is clean at all times and that equipment is cleaned after use. All electricity using machines must be switched off immediately after use.
- ix) **Saucier:** Responsible for the hot kitchen, preparation of foods stocks, glace de viande, demi glace, all hot meats, fish and vegetable sauces, soups, creams, potage and garnishes to go with them, all roasts, grills, stews,
- x) **Garde Manger:** Responsible for the preparation of all Meats in readiness for cooking (butchery), cold dishes, cooked fish dishes, cold garnishes, cold starters, and entrees
- xi) **Entremetier:** Responsible for the preparation of all the vegetables, potatoes and garnishes of vegetables.
- xii) **Partisier :** Responsible for the preparation of cakes, pastries, breads, sweets and desserts.

Training and Experience required.

- i) At least 2 to 4 years cooking experience in a good standard kitchen. Basic knowledge of food costing and control is essential ;
- ii) Basic formal training and apprenticeship training would be helpful.

The Reception Supervisor

Description of Duties

- i) Responsible for ensuring the cleanliness of the reception area
- ii) Responsible for the supervision of the Reception and reservations
- iii) To supervise and control the work of the receptionists to ensure a high standard of efficiency.
- iv) Ensure effective communication with all departments, as the reception is the information nerve center of the resort.
- v) To maintain high standards of cleanliness, tidiness and smartness of all the reception staff as they are always in contact with the guests.
- vi) To ensure securities of all monies , keys, documents, and records within the department.
- vii) To ensure the best guest hotel relationship is maintained at all times especially during checking in and out as first and last impressions have the long lasting effect.
- viii) To ensure that daily and monthly guest statistics are accurately done and maintained.
- ix) To ensure that operating procedures are followed and especially in dealing with guests matters such as safe deposit keeping where follow up is necessary in the event of service breakdown.
- x) To ensure that guests are accurately charged and payments received and receipts issued for all services given before the guests check out.
- xi) To ensure that management is fully informed of all unusual events and circumstances surrounding guests, calling upon the management to handle issues that the department cannot handle.
- xii) To ensure that all duties as described in the detailed staff job descriptions are carried out to the required conclusion.
- xiii) Have the knowledge of operating and controlling telephone operations in order to be able to effectively supervise the receptionist whom doubles up as a telephone operator.
- xiv) Performing any other tasks other than the ones above that that may be allocated to you by management from time to time

Training and experience required

- i) Training of service delivery especially as a receptionist from a reputable hotel training institution.
- ii) Hotel reception experience.
- iii) Experience in doing room and functions reservations.
- iv) Experience in handling cash.
- v) Computer or accounting operating machines experiences a benefit.
- vi) Experience of having been a supervisor or head of a hotel, lodge or resort reception of a reputable and well-run establishment.
- vii) Knowledge of French, English, and any other foreign language would provide an added advantage.
- viii) Other requirements are that of having an organizing ability, ability to work calmly under pressure, ability to lead and control other staff, be disciplined, have a pleasant personality and be able to work with other staff as a team.

Receptionists

Reporting to the Reception Supervisor

Description of Duties

- i) To do and assist in all reception procedures.
- ii) To assist in other departments as necessary especially in information dissemination.
- iii) To maintain a tidy appearance of the reception.
- iv) To receive guests at the hotel in a polite, pleasant and helpful manner.
- v) To receive and keep custody of cash as he/she will double up the roles of both the receptionist and cashier.
- vi) To maintain an attitude of tact and discretion in respect to the guest's private business.
- vii) To bring to the attention of the supervisors all matters arising which that find difficult to cope with.
- viii) To compile and complete daily arrival and departure lists, room occupancy lists, and all other relevant statistical reports as directed by the Reception Supervisor.
- ix) Maintain smooth flow of information to all other departments.
- x) Be able to handle cash.
- xi) Be able to handle telephones as she/he will double up as a telephone operator.
- xii) To answer calls promptly, cheerfully and efficiently
- xiii) To ensure that messages received are delivered promptly and accurately
- xiv) Be polite at all times
- xv) Performing any other tasks other than the ones above that that may be allocated to you by management from time to time

Training and experience required

- i) Training in hotel operating procedures followed by some hands on operations experience.
- ii) Machine accounts operations procedures where possible. As the lodge aims at being computerized, computer-operating skills will be necessary.
- iii) Experience in dealing with the public.
- iv) Experience in dealing with reception records accurately.

v) Have a pleasant personality

vi) Ability to work calmly under pressure.

The Laundry Supervisor

Reports to the Housekeeping Supervisor

Description of Duties

- i) Manages and directs the activities relating to guest and resort laundry. Carries out continuous inspection to ensure that production and operating methods and procedures are followed strictly.
- ii) Keeps the Housekeeper advised on progress and practices.
- iii) Consults with the maintenance department regarding repairs, servicing and replacement of defective machine parts.
- iv) Plans work and production schedules to meet the requirements of all the user departments.
- v) Attending periodical planning meetings with other department heads and management to discuss and map out necessary schedules to meet unusual conditions.
- vi) Work out with the personnel clerk on payroll analysis in order to maintain proper balance between production requirements and payroll costs. These labor-intensive areas attract unplanned expenses through the hiring of casual employees.
- vii) Prepare production reports, schedules and other reports,
- viii) Ensure that chargeable services are charged and bills presented for settlement.
- ix) Supervise and investigate all claims against laundry and work closely with the management who would deal with all guest claims liabilities.
- x) Hold departmental meetings constantly keeping staff informed of new methods, materials, procedures etc to ensure improved operational efficiency.
- xi) Performing any other tasks other than the ones above that that may be allocated to you by management from time to time

Training and Experience required

- i) Formal training up to ordinary level.
- ii) Training from a training institution earning a diploma or certificate in laundry operations and management. Should also have certificates for short courses usually conducted by producers of detergents and laundry chemicals.

- iii) Experience on the job from a reputable hotel , lodge or laundry and dry cleaners operation.
- iv) Knowledge on simple maintenance of laundry equipment
- v) Knowledge of simple accounting methods to enable the production of reports and appreciation of costs and income.
- vi) Should also be honest, mature and responsible person. He or She is the ideal assistant to the resort housekeeper

Room Stewards

Responsible to the Housekeeping Supervisor

Description of Duties

- i) Responsible for the cleaning and preparation of bedrooms, bathrooms and the balcony or veranda.
- ii) Responsible for the correct making of beds, layout of rooms and bathrooms.
- iii) Responsible for the equipment, furniture, linen and others which form part of the room layout.
- iv) Responsible for reporting maintenance defects in the room in accordance with the maintenance and housekeeping procedures.
- v) Report any unusual circumstances to the housekeeper concerning rooms and guests
- vi) Assist in the cleaning of shoes as requested by guests.
- vii) Assist in other areas and duties as specified by the Housekeeper from time to time.
- viii) Performing any other tasks other than the ones above that that may be allocated to you by management from time to time

Training and Experience required.

- i) Training in a reputable hotel training institution is desirable but previous experience in a reputable hotel or lodge may be sufficient.
- ii) Knowledge of cleaning materials and their application is an advantage.

Laundry attendants

Reporting to the Laundry Supervisor.

Description of Duties

- i) Responsible for laundry duties allocated by the laundry supervisor. This covers all aspects of washing, drying, spinning, pressing, ironing, checking and counting or any other related duties that may be allocated by management.
- ii) Responsible for ensuring good working conditions of machines through the use of the correct working procedures in accordance with the knowledge and manufacturers and supervisors instructions.
- iii) Advises instantly on irregularities in machine functioning and materials.
- iv) Conduct checks to ensure that old and damaged articles are shown to the supervisor for decision on repair or removal from the operating stocks.
- v) Performing any other tasks other than the ones above that that may be allocated to you by management from time to time

Experience

On the job training and previous experience are adequate.