

National Occupational Standards

Sector: Hospitality and Tourism

Occupation: Head Waiter / Assistant Head Waiter / Maitre d'

MQF Level: 4

Units:

- FBS401: Health and Safety requirements at the workplace
- FBS402: Preparation of back of house area and equipment for and beverage service
- FBS403: Preparation of customer area and front of house area for food and beverage service
- FBS404: Customer service supervision
- FBS405: Post service procedures
- FBS406: Work Ethics
- FBS407: Human Resource Supervision

FBS401: Health and safety requirements at the workplace

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health and safety requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow health and safety procedures which ensure that their actions do not create health and safety risks to self or others.

Performance Criteria

The candidate must have the necessary knowledge and skills to supervise subordinates and ensure that:

1. Safe working practices are carried out according to the workplace health and safety regulations
2. Tools, equipment, materials and ingredients are used in an appropriate manner to prevent damage to the work areas
3. Health and safety regulations are followed when storing materials and equipment
4. Protective clothing and safety equipment are used to accomplish tasks where necessary
5. Hazards or injuries are dealt with in a professional manner

Required Knowledge

The Level 4 head waiter must know, demonstrate and explain:

1. The roles and responsibilities of themselves under the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007
2. The main scope of the Legal Notice 293 of 2016 and their individual legal responsibilities, with particular interest in S.L. 424.30.
3. Health concerns associated with the workplace and safe practices when carrying out work
4. Potential hazards at the place of work (such as electricity, slippery surfaces, contaminants, irritants, fire, heights, and improper use of tools and equipment)
5. The necessary precautions to be taken to implement health and safety policies and regulations at the workplace
6. The health and safety risks associated with their role and that of their staff regarding tools, materials, ingredients, and equipment
7. Any toxic effect of materials and ingredients used
8. The workplace instructions and policies for protecting work areas and equipment from damage
9. The necessary personal safety precautions including the use of protective clothing and equipment
10. The procedures for dealing with potential hazardous material in the place of work
11. Emergency procedures at the workplace
12. The first aid facilities that exist within the work area

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Contact details of responsible persons to whom to report health and safety matters

Required Skills

The Level 4 head waiter must be able to:

1. Comply with duties and obligations defined in the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007
2. Work according to Health and Safety regulations and other relevant regulations that apply on the job
3. Identify which health and safety procedures are applicable and relevant to that particular working environment
4. Control health and safety hazards within own capability and job responsibility
5. Adhere to work production and service processes
6. Comply with, and set up where necessary, safety signs at the workplace
7. Ensure the safe use, maintenance and storage of tools and equipment
8. Protect work areas from unnecessary damage and perform work functions without damaging work areas
9. Use the appropriate protective clothing where applicable
10. Recognize any hazards or hazardous materials at the workplace
11. Deal with hazards, risks and hazardous materials at the workplace
12. Oversee and instruct all restaurant staff to comply with health and safety criteria
13. Seek expert assistance when help is needed and falls out of own responsibility
14. Follow emergency procedures at the workplace
15. Recognize emergency situations and report immediately to superiors
16. Contact relevant authorities in case of emergency

FBS 402: Preparation of back of house area and equipment for food and beverage service

This unit lists the knowledge and skills needed by a person holding this position to carry out and/or supervise work related to the preparation of the back of house area. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to prepare, clean and clear areas and equipment for food and beverage service prior to conducting service.

Performance Criteria

The candidate must have the necessary knowledge and skills to supervise subordinates and ensure:

1. Food service and working areas are ready for service
2. The service equipment is clean, undamaged and set up prior to service
3. A sufficient and adequate supply of service items are stored appropriately and ready for service

Required Knowledge

The Level 4 head waiter must know, demonstrate and explain:

1. The different service types and functions
2. Where and how the work area needs to be set up according to the service type
3. How to work according the “clean as you go” concept
4. The importance of maintaining good hygiene practices in the work and service areas
5. Methods to limit waste and to carry out proper waste disposal
6. The colour coding of waste separation baskets
7. The adequate use and professional terminology of tools, equipment and products relevant and needed for the different types of service
8. The different ways of preparing tools and equipment according to the service conducted
9. The procedures for cleaning different tools and equipment
10. The colour coding of chopping boards
11. The adequate use and professional terminology of cutlery, flatware and crockery
12. The stock needs for an effective and efficient service, including consumables, service tools and equipment

Required Skills

The Level 4 head waiter must be able to:

1. Ensure cleaning is conducted according to procedures with appropriate cleaning materials
2. Ensure that the food service and work areas are clean and undamaged prior to the beginning of the food and beverage service
3. Ensure waste is being disposed of adequately
4. Ensure that correct cleaning procedures for consumables, tools and equipment are carried out as needed for service
5. Establish the list of table linen, equipment, tools and ingredients required for the particular service that will be conducted
6. Carry out necessary checks prior to service to confirm that the required tools,

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equipment, table linen and ingredients are available, clean, undamaged and fit for purpose

7. Estimate the expected consumption of necessary stock items

Ensure that a sufficient and adequate supply of service items are stored appropriately and ready for service

FBS 403: Preparation of customer area and front of house area for food and beverage service

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to the preparation of the front of house area, namely the customer service area. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to oversee the preparation, cleaning and set up the area prior to the arrival of customers.

Performance Criteria

The candidate must have the necessary knowledge and skills to supervise subordinates and ensure:

1. The food service items are adequate and ready for service
2. The sideboards/stations are stocked up as necessary for service
3. Dining area and tables are setup as required for the service type

Required Knowledge

The Level 4 head waiter must know, demonstrate and explain:

1. The full range of service tools and equipment needed to perform food and beverage service tasks
2. The importance and procedure for keeping a clean, tidy and welcoming customer service area
3. The full range of equipment, condiments, accompaniments and tools that are to be placed on the sideboard/station
4. The procedures for polishing flatware/cutlery and crockery for service
5. The procedure for setting up the customer service area (tables, sideboards, food pass and bar pass)

Required Skills

The Level 4 head waiter must be able to:

1. Ensure that tools and equipment needed for service are clean, undamaged and set up as required for service
2. Set up the tools and equipment that are required for the type of food and beverage service
3. Prepare condiments and accompaniments needed for service
4. Review the mise-en-place carried out by the restaurant staff to set up and stock up the sideboard and service station
5. Ensure the flatware, cutlery and crockery are polished and set up correctly and ready for use
6. Ensure a high quality mise-en-place of the customer area
7. Ensure the available linen are free of creases and stains and replaced where necessary
8. Check the menus and promotional items are correct, current, undamaged, ready for use and replaced if necessary
9. Ensure the general cleanliness of the customer area and take corrective action where necessary.

FBS 404: Customer service supervision

This unit lists the knowledge and skills needed by a person holding this position to perform customer service ensuring a positive customer experience. Upon completion of the unit, the persons carrying out this work will be able to supervise the customer service operation at the different stages and for different types of service.

Performance Criteria

The candidate must have the necessary knowledge and skills to supervise subordinates and ensure:

1. Guests are greeted and assisted with their food and beverage order.
2. Guests are satisfied and well served.
3. Tables are cleared and cleaned and set up correctly for the following food course.
4. The different sections within the restaurant are run smoothly and assign staff accordingly (Suggest improvements to the restaurant manager where necessary).
5. Complaints and requests are promptly and professionally addressed to guarantee a positive customer experience from arrival till departure.

* Good written and oral communication in English (a minimum B2 level is required)

Required Knowledge

The Level 4 head waiter must know, demonstrate and explain:

1. The safe and hygienic work practices when serving customers
2. The importance of, and how to, portion control when serving customers
3. The components and ingredients of any dish on the menu
4. The cooking procedures and methods to prepare any dish on the menu
5. The basic ingredients of alcoholic and non alcoholic drinks and the method of preparation
6. Which beverages are better consumed at the different stages of the meal
7. The characteristics of the noble grape wines, wine varieties and wine styles
8. Workplace standards and procedures for taking orders, communicating orders to kitchen staff, billing and payment methods
9. The role and duties of the various staff during the shift

Required Skills

The Level 4 head waiter must be able to:

1. Communicate orally and in writing using an appropriate level of communicative English
2. Greet guests, show them to their table, ensure they are well seated and present them with the menu
3. Inform guests about special items and menu changes
4. Describe menu items to customers upon request
5. Explain to guests the set up and the service style (example how to carry out self service or buffet style dining)
6. Answer questions regarding dishes and items on the menu and makes

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- recommendations when necessary
7. Recommend a selection of aperitifs, digestifs, and other beverages at the different stages of meal
 8. Take the food and beverage order following the workplace procedures (where applicable)
 9. Communicate the food order correctly and accurately to the kitchen staff according to the workplace procedures (where applicable)
 10. Coordinate with other staff members to ensure a smooth operation
 11. Observe guests and promptly tackle any complaints or requests
 12. Ensure the tables are being cleared and cleaned at the end of every food course and set up appropriately for the following course based on the customers' orders.
 13. Handle payments and billing
 14. Accompany the customers on their way out after thanking them
 15. Assign staff so as to ensure the restaurant is run smoothly

FBS 405 - Post service procedures

This unit lists the knowledge and skills needed by a person holding this position to carry out post service cleaning and clearing of service areas. Upon completion of the unit, the persons carrying out this work will be able to identify and apply the correct procedures for clearing up and reorganizing the workplace after completion of the food and beverage service.

Performance Criteria

The candidate must have the necessary knowledge and skills to supervise subordinates and ensure:

1. The service areas are cleared up and cleaned adequately following service
2. The service and customer areas are reorganized correctly following workplace procedures
3. The disposal of the leftovers, garbage and unwanted items are carried out in an appropriate manner
4. Changes of existing processes are implemented and where necessary suggest possible changes to improve post service cleaning and clearing of service areas

Required Knowledge

The Level 4 head waiter must know, demonstrate and explain:

1. The different procedures and processes followed to clean specific tools and equipment, where applicable
2. The different procedures for covering and storing the condiments and accompaniments
3. The importance and manner to safely store tools and equipment after use
4. The importance of accurate accounting of linen napkins and tablecloths used during the course of service
5. How to dispose of waste generated
6. The appropriate cleaning chemicals for different surfaces

Required Skills

The Level 4 head waiter must be able to:

1. Identify which tools and equipment need to be cleaned following each service function (where applicable)
2. Ensure the correct cleaning is conducted for the different types of tools and equipment.
3. Ensure that cleaning tasks are carried out in line with the Food Safety Act of 2002
4. Ensure the sideboards and service areas are cleaned and cleared up following service
5. Identify stock consumption during service and ensure replenishment
6. Cover and store the condiments and accompaniments following workplace procedures
7. Check that condiments are stocked up and ready for next service, where necessary
8. Account for linen napkins and tablecloths and log the number used following workplace procedures
9. Ensure that cleaning tasks do not pose hazards to others
10. Carry out appropriate methods for waste disposal taking all necessary precautions

FBS406: Work Ethics

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics related to relations with customers and colleagues.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Maintain a professional and courteous attitude with customers and colleagues
2. Maintain a harmonious team work environment with colleagues
3. Respect work obligations
4. Deal with difficult or unexpected situations in a professional manner

Required Knowledge

The Level 4 head waiter must know, demonstrate and explain:

1. The meaning and implications of a customer centric business
2. The importance of maintaining a team mind-set among colleagues
3. The importance of being aware of cultural diversity among staff members and clients
4. The rules and regulations of the workplace
5. Own duties, functions and responsibilities
6. The duties and functions of subordinates.
7. Basic emotional management

Required Skills

The Level 4 head waiter must be able to :

1. Value customers and colleagues by adopting a professional and courteous attitude and by showing a proactive approach
2. Address clients and colleagues in a professional manner at all times while being aware of cultural diversity
3. Ensure customer satisfaction while supervising and conducting service tasks
4. Effectively deal with customer complaints to maintain high satisfaction levels among clientele.
5. Create and maintain a positive mind-set among employees during the execution of service tasks
6. Ensure tasks are carried out effectively and efficiently according to the workplace standards and procedures
7. Attend work on time and in a presentable manner wearing clean and appropriate clothing according to the workplace requirements
8. Respect and follow superiors' instructions
9. Guide and instruct subordinates in a positive, professional and polite manner

FBS407: Human Resource Supervision

This unit lists the knowledge and skills needed by a person holding this position to carry out the supervisory duties during the shift. This unit covers the supervisory duties of the waiting staff during a specific shift.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Manage staff during service
2. Prepare staff rosters
3. Resolve staff conflicts

Required Knowledge

The Level 4 head waiter must know, demonstrate and explain:

1. Functions of all staff members at the workplace
2. Staff scheduling (roster)
3. Basics in staff motivation
4. Basics in interpersonal communication
5. Different ways to give feedback to staff members
6. Basics of conflict resolution techniques

Required Skills

The Level 4 head waiter must be able to:

1. Supervise staff time plan and ensure that all areas are covered
 2. Assist in the preparation of staff rosters
 3. Identify and report on staff shortages
 4. Supervise activities and performance of all waiting staff
 5. Maintain discipline among staff members
 6. Tackle misconducts and staff negligence
 7. Provide continuous feedback to staff members on their performance
- Resolve conflicts among employees