

Hospitality and Tourism
Restaurant Manager / Assistant Restaurant Manager – MQF Level 5

National Occupational Standards

Sector: Hospitality and Tourism

Occupation: Restaurant Manager / Assistant Restaurant Manager

MQF Level: 5

Units:

- FBS501: Health and Safety requirements at the workplace
- FBS502: Preparation of back of house area and equipment for and beverage service
- FBS503: Preparation of customer area and front of house area for food and beverage service
- FBS504: Customer service management
- FBS505: Post service procedures
- FBS506: Work Ethics
- FBS507: Human Resource Management and Business Development

FBS501: 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 ensure that the health and safety procedures are followed by all staff members at the workplace.

Performance Criteria

The candidate must have the necessary knowledge and skills to manage and administer their workplace so 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
6. Workplace processes related to health and safety issues are continually evaluated and, where necessary, improved

Required Knowledge

The Level 5 restaurant manager must know, evaluate 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 at 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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13. Contact details of responsible persons to whom to report health and safety matters

Required Skills

The level 5 restaurant manager 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 their 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. Oversee that restaurant staff 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, take necessary action and report immediately to superiors
16. Contact relevant authorities in case of emergency
17. Evaluate and suggest changes to improve health and safety processes at the workplace

FBS 502: 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 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 oversee that staff are correctly preparing, cleaning and clearing areas and equipment for food and beverage service prior to conducting service.

Performance Criteria

The candidate must have the necessary knowledge and skills to manage and administer their work place so that:

1. Food service and work 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
4. Restaurant staff are well trained and supported in conducting their tasks

Required Knowledge

The Level 5 restaurant manager must know, evaluate 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. The importance of maintaining good hygiene practices in the work and service areas
4. Methods to limit waste and to carry out proper waste disposal
5. The colour coding of waste separation baskets
6. The adequate use and professional terminology of tools, equipment and products relevant and needed for the different types of service
7. The adequate use and professional terminology of cutlery, flatware and crockery
8. Workplace regulations with regard to setting up and preparation for service

Required Skills

The level 5 restaurant manager must be able to:

1. Ensure cleaning is conducted according to procedures with appropriate cleaning materials
 2. Ensure that correct cleaning procedures for consumables, tools and equipment are carried out as needed for service
 3. Estimate the expected consumption of necessary stock items
 4. Provide support for training to new service staff
 5. Provide support and training to all restaurant staff to implement any new workplace procedures
- Where necessary implement changes to improve the back of house area

FBS 503: 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 that all the restaurant staff are correctly preparing, cleaning and setting up the area prior to the arrival of customers.

Performance Criteria

The candidate must have the necessary knowledge and skills to manage and administer:

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
4. Ensure staff are adequately trained to carry out their duties and where necessary implement changes to improve existing processes

Required Knowledge

The Level 5 restaurant manager must know, evaluate and explain:

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

Required Skills

The level 5 restaurant manager must be able to :

1. Communicate effectively with subordinates about daily requirements, events and functions
2. Ensure that tools and equipment needed for service are clean, undamaged and set up as required for service
3. Ensure a high quality mise-en-place of the customer area
4. Assess the general cleanliness of the customer area and take corrective action where necessary
5. Provide support and training to all restaurant staff to implement any new workplace procedures
6. Where necessary implement changes to improve the front of house area

FBS 504: 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 manage 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 manage and administer:

1. A good customer experience.
2. The correct amount of staff for each shift.
3. The prompt and professional action to address complaints and requests for a positive customer experience from arrival till departure.
4. Staff training to ensure each person is adequately trained to carry out his/her duties as per existing work processes. Suggest and implement changes where necessary.

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

Required Knowledge

The Level 5 restaurant manager must know, evaluate and explain:

1. The safe and hygienic working 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 roles and functions of the different staff within the restaurant operation

Required Skills

The level 5 restaurant manager must be able to :

1. Communicate orally and in writing using an appropriate level of communicative English
2. Ensure guests are greeted, shown to their table, well seated and presented with the menu
3. Ensure guests are informed about special items and menu changes
4. Describe menu items to customers upon request and ensure restaurant staff are trained to do so
5. Ensure guests are aware of the set up and the service style
6. Ensure staff is trained to answer questions regarding dishes and items on the menu and make recommendations where necessary.
7. Ensure (as applicable) aperitifs, digestifs, and other beverages are offered at the

different stages of meal

8. Ensure the food and beverage orders are taken following the workplace procedures
9. Ensure food orders are communicated correctly and accurately to the kitchen staff according to the workplace procedures
10. Coordinate with other staff from within the restaurant and kitchen so as to ensure a smooth operation
11. Observe guests and staff 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. Ensure payments and billings are handled correctly
14. Ensure customers are accompanied on their way out and thanked for their custom
15. Ensure the service operation is well managed and staff are assigned to guarantee the smooth running of the restaurant
16. Ensure the staff are well trained with regard to the food and beverage menu items including: availability, specials and any changes to the menu
17. Obtain and view customer feedback through various channels and where necessary implement changes to improve the service

FBS 505 - 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 manage and administer:

1. The cleaning up of all work stations and their adequate reorganisation following service
2. The support and training of restaurant staff in conducting tasks related to post service cleaning and clearing
3. Changes of existing processes (where necessary) to improve post service cleaning and clearing of service areas

Required Knowledge

The Level 5 restaurant manager must know, evaluate 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 napkins and tablecloths used during the course of service
5. How to dispose of waste generated
6. The appropriate cleaning chemicals for different surfaces
7. Any changes in workplace regulations regarding post service cleaning or clearing

Required Skills

The Level 5 restaurant manager must be able to :

1. Ensure the correct cleaning is conducted for the different types of tools and equipments and is carried out in line with the Food Safety Act of 2002
2. Ensure the sideboards and service areas are cleaned and cleared up following service
3. Ensure good stock management
4. Ensure that sideboards are correctly restocked and set up following service
5. Ensure the condiments and accompaniments are ready for the next service
6. Ensure linen napkins and tablecloths are accounted for and logged according to workplace procedures
7. Ensure that cleaning tasks do not pose hazards to others
8. Ensure waste is disposed of appropriately taking all necessary precautions
9. Provide support and training to new restaurant staff in conducting tasks related to post service cleaning
10. Provide support and training to all restaurant staff to implement new workplace procedures
11. Research and suggest improvements of existing processes related to post service

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cleaning and clearing

FBS506: 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. Oversee that all staff maintain a professional and courteous attitude with customers
2. Maintain a harmonious team work environment with colleagues
3. Ensure all staff respect work obligations
4. Deal with difficult or unexpected situations in a professional manner

Required Knowledge

The Level 5 restaurant manager must know, evaluate 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 and clients
4. The rules and regulations of the workplace
5. Own duties, functions and responsibilities
6. The duties and functions of subordinates.
7. Emotional management techniques
8. Basics of interpersonal communication

Required Skills

The Level 5 restaurant manager 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 during service
3. Ensure customer satisfaction whilst 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 the service tasks
6. Ensure tasks are carried out effectively and efficiently according to the workplace standards and procedures
7. Ensure that all staff attend work on a time and 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
10. Collect feedback periodically from employees and from customers to evaluate and develop existing processes

FBS507: Human Resource Management and Business Development

This unit lists the knowledge and skills needed by a person holding this position to ensure proper staff management. This unit covers the knowledge skills and competencies to deal with staff related issues, training , motivation, conflict resolution and business development.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Prepare all staff records, time plans and schedules
2. Recruit and train staff
3. Resolve conflicts, staff complaints, misconducts and staff negligence
4. Maintain the restaurant's revenue, profitability and quality goals

Required Knowledge

The Level 5 restaurant manager must know, evaluate and explain:

1. Workplace regulations regarding shifts, scheduling, vacation leaves, etc.
2. Functions of all staff members at the workplace
3. Training needs of new recruits as well as ongoing training when new menus are introduced, new standards, etc
4. Basics in staff motivation
5. Basics in interpersonal communication
6. Different ways to give feedback to staff members
7. Basics of conflict resolution techniques
8. Business development - including new market opportunities
9. Revenue management for a restaurant

Required Skills

The Level 5 restaurant manager must be able to:

1. Manage staff time plans and the staff roster
2. Estimate staff workload and compensations
3. Maintain records of payroll and attendance
4. Assist in the formulation of job descriptions
5. Identify and report on staff shortages
6. Assist in recruiting, monitoring and training of new staff
7. Supervise activities and performance of all restaurant staff
8. Maintain discipline among staff
9. Tackle misconduct and staff negligence
10. Resolve conflicts among employees
11. Recommend means to improve staff performance and motivation
12. Ensure the continuous professional development of staff
13. Provide continuous feedback to staff members on performance
14. Address complaints or concerns from staff members
15. Develop new market opportunities
16. Implement changes according to market trends and customer feedback

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17. Ensure a profitable and quality operation
18. Ensure appropriate menu pricing together with the head chef and cost controller (where applicable)