New York City College of Technology, CUNY

Department of Hospitality Management

Janet Lefler Dining Room

**MEMORANDUM**

To: Professor Rosa Abreu, Director of Service

From: Robin Singh

Date: 09/15/2019

RE: Dining Room Manager Memo: Reinforcement of training

 As a manager of the newly opened Janet Lefler Dining room, there are many responsibilities I must follow in order to run the whole operation properly. FOH and BOH staff are all trained by me and now must follow the dining room standards for the operation to run smoothly as possible. First and foremost, all staff must be on time and in proper uniform ready for set up. Being on time is extremely significant because shortage of staff can delay the dining room operation by resulting in hectic and unorganized services. For example, if a front server is not on time, the back server has responsibilities of the front server’s job or else it can slow down all the services.

Servers (front and back), steward, assistant steward, dish attendant, maître d’ all have different responsibilities which all contribute to the dining room operation running successfully. The servers are responsible for the table set-ups, services and breakdown of the dining room such as setting up tables, folding napkins, polishing silverware, laying out plates and silverware on the tables. Most importantly, front servers must know the full menu description, ingredients, trigger ingredients, plate presentation and pronunciation of each item as well as the back server. Steward and the assistant steward’s services are major in the dining room. The steward is responsible for the back of the house personnel and endures proper use, cleaning and return of equipment and supplies. In addition, they are also in charge of the preparation of Water, butter, bread and assistance of coffee and desert services. Moreover, they must check up on the dish wash attendants, report any missing or broken equipment, and make sure all tasks are being completed in a timely manner. Dish room attendants handle back of the house services such as polishing water and wine glasses and bringing them to the servers. The must set up trays with napkins in BOS where food gets placed for back servers to come pick up. Furthermore, dish wash attendants are responsible to wash, dry all dishes, place them back where they belong, sweep and mop, and set up family meal. The responsibilities of a maître d’ hotel are to provide feedback to the Director of Services, Dining room Manager (myself), and all other staff. The main priority of a Maître d’ should be explaining how to improve flow of services. The Maître d’ is responsible for updating and maintaining reservation system and seating guests. The responsibilities of the manager are to supervise the dining room, provide all menus with descriptions, comment cards for the teams. Most importantly, the dining room manager must know if all tasks in the dining room are being completed correctly and on time. In addition, the manager assists any team that is need for help. As a manager, I must carry out quality leadership and professionalism for the other staff to do the same.

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