

MODULE 3

Unit 1: STAFFING PROCEDURE IN THE FOOD SERVICE INDUSTRY CONTENTS

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1.0 INTRODUCTION: This unit examines the various staff that makes up a food service industry.

The functions of the staff are also important as such will determine the success, profitability and sustainability of the industry. In larger establishments there is generally a small number of permanent staff dealing solely with functions, this often includes a sales manager, banqueting / function manager, assistant managers, banqueting / function head waters, service staff, technical staff and porters together with an administration office.

In smaller establishments, where there is fewer function, the manager, assistant and food and beverage service staff undertake the administrative and organizational work as part of their regular duties.

2.0. OBJECTIVES: It is expected that at the end of this unit you should be able to:

- i. Mention the various staff working in a food service industry
- ii. Explain the functions of the staff working in a food service industry

3.0. MAIN CONTENT:

3.1 Sales Manager

The main role of the sales manager is to promote the function facilities of an establishment and, where necessary, to make the initial approaches and contacts. The sales manager must have an extensive knowledge of room specifications, size, light switches, electric points, height of door ways, maximum floor loads and so on. This enable him / her to respond quickly to any requests at the initial meeting with a client. Most establishment have various forms of banqueting and / or meeting and conference sales packages and these provide a range of information about the facilities available and the charges for them.

3.2. Banqueting / Conference Manager

The banqueting / conference manager is responsible for all administration, including meeting prospective clients and discussing the arrangements for the menu, table plans costs, wines, band, toast master and so on. He / She must communicate to all the departments concerned the date of a function, number expected and any other details that might be required by a particular department.

3.3. Administration Office Staff

The administration staff works with the managers and are responsible for handling all incoming and out going mail, ensuring that information about a function is passed to the relevant internal departments and for record keeping. The administrative staff handles inquiries and may make provisional bookings for functions ensuring the details are entered on the function booking form.

3.4. Banqueting / Function Headwaiter

The banqueting / function headwaiter is in charge of the function rooms plus the organization required preparing the rooms for various functions. He / She may also be responsible for engaging staff on a casual basis, to cover the various duties at a function.

SELF ASSESSMENT EXERCISE: How does a sales manager differ from other staff in a food service industry

3.5. Dispense Bar Staff

The dispense bar staff are responsible for the allocation of bar stock for the various functions, setting up the bars, organization of the bar staff, control of stock and cash during service and service and stock taking after a function has taken place. They are also responsible for restocking the function bars.

3.6. Banqueting Head Wine Waiter

The banqueting head wine waiter may work in conjunction with the dispense bar staff and is often responsible for organizing and employing (if on a casual basis) the banqueting

wine waiters. He / She will allocate the wine waiter's stations, give them floats if there are cash wines and discuss the service with them.

3.7. Permanent Service Staff

The permanent service staffs are usually experienced staff who can turn their hand to any job concerning functions and banqueting. They generally do most of the wise-en-place before the function (the laying of tables).

3.8. Casual Staff

Casual staff are brought in on a part-time basis to work at the functions as needed.

3.9. Porters

There are generally a number of porters on the permanent function staff. They are essential members of staff as there is often a great deal of work involved in preparing room layouts before and after functions.

4.0 CONCLUSION: the various staff that can boost the performance in food and beverage industry have been highlighted. The main role of the sales manager is to promote the function facilities of an establishment and, where necessary, to make the initial approaches and contacts. The sales manager must have an extensive knowledge of room specifications, size, light switches, electric points, height of door ways, maximum floor loads and so on. This enable him / her to respond quickly to any requests at the initial meeting with a client most establishment have various forms of banqueting and / or meeting and conference sales packages and these provide a range of information about the facilities available and the charges for them

5.0 SUMMARY: The staff working in a food service industry include a sales manager, banqueting / function manager, assistant managers, banqueting / function head waters, service staff, technical staff and porters together with an administration office.

6.0 TUTOR – MARKED ASSIGNMENT

i. list the various staff working in a food service industry ii. Discuss in details the various functions of the staff working in a food service industry

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