



Literature Study

In-store Operations

This document is crafted to understand context of restaurateurs and the hierarchy that is present, as well as the different roles available, alongside responsibilities and needs.

Restaurant Organization Structure

Helps align jobs with necessary tasks for the restaurant's success.

There are 2 types of restaurants:

a. *Full-service*

Full dining experience given from restaurant

b. *Fast-food/fast-casual*

Guests order via cashier

User Roles within Restaurant Operations

- ***Restaurant owner***

Main financier and overall management of restaurant

▸ ***Bookkeeper***

Ensures finances and accounting

▸ ***General Manager***

Leads overall function of restaurant

* ***Assistant Manager (Host/Hostess)***

Ensures proper welcome of guests by the front-door and manages bookings within restaurant

◆ ***Host/Hostess***

Employees who are responsible in welcoming guests to the restaurant

* ***Assistant Manager (Front-of-house)***

Ensures management of dining room and bar staff, ensuring guests the positive dining experience

◆ ***Waitstaff (Waiter/Waitress)***

Responsible for taking and serving orders, and interacting with customers

to ensure satisfaction

◆ **Bartender**

Ensures drinks are created and served to customers by the bar

* ***Kitchen Manager (Kitchen)***

Ensures kitchen's line of production and staff affiliates are working in order and proper

◆ **Chef**

Responsible for menu creation and overview of kitchen staff to ensure highest quality of standards

◆ **Line cook**

Ensures preparation and cooking of food according to the menu

◆ **Dishwasher**

Responsible for cleaning and sanitizing dishes and kitchen utensils

* **Maintenance Manager (Maintenance)**

Ensures restaurant's hygiene and well-maintained, including restocking supplies

◆ **Maintenance Staff**

Ensures restaurant is well-maintained

Bibliography

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