Unit 2

Job Profile: Restaurant Manager

Reading

A. The Daily Routine of a Restaurant Manager.

The Restaurant Manager arrived at 10:30. The first thing he did was to check the bulletin board to see who was working the lunch shift.

The restaurant was divided into four stations, with a head waiter, sommelier and a busboy at each. Then there was one waiter for the sweet trolley, a carver and an assistant for the meat trolley. The Restaurant Manager and his assistant manned the door.

Then he went into the restaurant to look at the luncheon reservations. Each reservation was recorded by hand in a heavy blue ledger on the maître d’s table. He sat down at a table and began copying each reservation from the ledger onto the daily sheet.

He assigned tables to clients, trying to spread them around the room so as to make the service easier. Experience taught RM to hold back a few tables every day just in case a regular showed up at the last minute, or someone was unhappy with the table he had been assigned. It wasn’t often that he needed an extra table, but he was glad to have it when he needed it.

As the waiters set up each table for lunch, RM personally checked it. He believed that in life you can only trust yourself. He took some flowers off one table and put another arrangement there. He inspected all the glasses to see if they were clean. He noticed a glass missing on one table. He straightened the napkins on the other. After going into the kitchen to ask the chef about the soup of the day and any specials, he was ready to call his staff. They gathered in a semi-circle at the back of the restaurant.

First he subjected the busboys to a close inspection, looking at their uniforms and checking their nails. Then he recited the day’s menu | item by item. He explained each dish in detail so that they could speak about the dish to their clients. Next he listed the tables explaining who was sitting where.

He turned to dessert waiter: \You have nothing to do until the first dessert orders come in. Don’t stand around. I want you to clear the stations." After a pause he mentioned: \And anyone who answers the phone. Please be more careful. Yesterday three bookings were put onto the wrong page."

Finally he explained the problem with table 104: two long-standing clients had booked it for 10 o’clock. \It’s very delicate so I will handle it. Do not mention it. Do not get into any conversation about it. Just smile."

In ten minutes guests began arriving.

Comprehension check

1. In what order do the following actions appear in the text? Put numbers in the boxes.

He checked table-setting.

He found out who was working the lunch shift.

He described each item on the menu to dining-room staff.

He assigned tables to clients.

He told the staff about the reservations.

He found out about the soup of the day and specials from the kitchen staff.

He wrote each reservation onto the daily sheet.

He inspected busboys.

1. Answer the questions.
   1. What information did the RM find: a) on the bulletin board?
      1. in the blue ledger on the maître d’s table?
      2. in the kitchen?
   2. Into how many stations was the restaurant divided?
   3. How many employees were engaged at each station? What were the main jobs in the restaurant?
   4. What were his rules of assigning tables to clients?
   5. Why did RM explain each item on the menu to the staff?
   6. What instructions did RM give to: a) dessert waiter?
      1. anyone who answers the phone?
      2. waiters?
   7. What are the basic duties of a restaurant manager?