

Unit 201: Understanding the hospitality industry

Worksheet 2: Job roles (Tutor)

1. State which is the most senior role in the following teams:

- **Professional kitchen** – executive chef
- **Food and beverage service restaurant team** – restaurant manager
- **Hotel front of house service** – front office manager
- **Housekeeping** – executive housekeeper

2. Describe the following job roles found in the hospitality industry:

- **Commis/Line chef**

A commis/Line chef is a basic chef in larger kitchens that works under a chef de partie in order to learn the station's responsibilities and operation. They are a chef who has recently completed formal culinary training or is still undergoing training.

- **Sous chef**

The sous chef is second in line in the kitchen. A sous chef may be in charge of the kitchen when the executive chef or chef de cuisine is absent. The sous chef may take over for any of the line cooks that may be missing.

- **Sommelier**

A sommelier (or wine steward) is a trained and knowledgeable wine professional, who specialises in all aspects of wine service as well as wine and food pairing. Sommeliers usually practice in fine dining restaurants and hotels.

- **Waiter/waitress**

Set up the front of house area prior to service. Meet and greet customers, organise table reservations and offer advice about menu and wine choices. Take guests' orders and deliver food and beverages.

- **Concierge**

At the heart of meeting the guest's needs; providing information, advice, guidance and assistance to guests in all manner of things; from making dinner reservations, to reserving entertainment tickets, arranging transport and ordering food for delivery.

- **Receptionist**

Duties include welcoming guests to the hotel, making reservations for them, taking payments, issuing room keys and attending to any other needs that are instrumental to their comfort during their stay at the hotel. This may also include booking additional services such as restaurant services.

- **Executive housekeeper**

In charge of overseeing and directing the cleaning activities for a hotel. The work schedules are prepared and planned in advance by the executive housekeeper, and the executive housekeeper handles customer service and complaints. In addition, they will carry out housekeeping audits.

- **Room attendant**

Responsible for cleaning the room, making beds and supplying fresh towels, removing rubbish, washing bathrooms and replacing toiletries and consumables. Often, they work as a part of a team to cover all the rooms in a hotel.