



JOB DESCRIPTION

JOB TITLE	Commis de Rang	JOB LEVEL	Line Colleague
REPORTS TO	Rosebery Manager, Assistant Manager, Floor Manager, Supervisor	DEPARTMENT	The Rosebery
HOTEL	Mandarin Oriental Hyde Park London		

Mandarin Oriental Hotel Group is the award winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world.

Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place.

The Group regularly receives international recognition and awards for quality management and legendary service hospitality.

THE HOTEL

One of London's most celebrated five-star hotels, Mandarin Oriental Hyde Park exudes an enticing mix of elegance and luxury. With world-famous restaurants and a stunning spa, we offer a fashionable and timeless base in the centre of the British capital. Our colleagues bring to life each day the hotels KIND & GENEROUS service ethos to delight our guests, to ensure the hotel is recognised as one of the finest hotels in the world.

OUR GUIDING PRINCIPLES

Our guiding principles underpin everything that we do on a daily basis, ensuring that we operate to the highest possible standards.

Delighting our guests

We are committed to exceeding guest expectations by surprising them with our ability to anticipate and fulfill their wishes.

Delighting our colleagues

We value each colleague and provide a caring, motivating and rewarding environment for all. We bring out the best in our people through effective training and personal development, enabling a fulfilling career with the Group.

Becoming the best

We intend to be an innovative leader in the luxury hospitality industry. We will continually improve our service delivery, as well as the quality of our products and facilities, ensuring we appeal to a multi-generational audience.

Working together

We emphasize the importance of teamwork and treat each other with mutual respect and trust. By working together cooperatively, we all contribute to the Group's success.

Acting with responsibility

We maintain integrity, fairness and honesty in all our internal and external relationships. We support initiatives that improve the environment and are responsible members of our communities.

STRATEGIC INTENT

It is the mission and intent of this position that the incumbent will be responsible for the smooth running of The Rosebery.

SCOPE OF POSITION

To maintain at all times a professional approach in order that the restaurants high standards of service and customer care are met. To be a team player and enthusiastic in approach.

DUTIES AND RESPONSIBILITIES

Daily Duties

- To adhere to the hours of work/shift system. To be punctual, to arrive in the restaurant at the appropriate time.
- To maintain the highest standards of personal hygiene and presentation. To arrive on duty wearing the correct uniform at all times.
- To preserve and maintain the daily cleanliness of the dining room; consider the environment an extension of one self and shares with others in preserving its' unique appearance
- To ensure mise en place in the restaurant is performed to the required standard assigned by the Manager.
- To ensure the stations are clean and tidy at all times
- To have a basic knowledge of the menu, to be able to recognise easily all dishes from the menu.
- To attend all trainings and relevant briefing sessions.
- To carry food from the kitchen to the correct table in an efficient but careful manner
- To know the set-up of the restaurant and the flow of service.
- To coordinate all floor service to provide excellence in the dining experience
- To smile and be attentive and professional at all times
- To immediately inform a Supervisor or Manager of any guest complaints or comments.



- To achieve guest satisfaction through high quality service and to promote good relations with guests and fellow team members.
- To maintain the standards of the Restaurant in keeping up with the MOQA/LQE, Forbes and five AA Rosettes criteria.
- To comply with and fully understand food safety, health & safety, fire equipment and fire training.
- To comply with any reasonable instruction from Supervisors and to work at all times towards achieving the highest possible standards.

HEALTH AND SAFETY

- To be aware of, and comply with, safe working practices as laid down under the Health and Safety at Work Act 1974 and Company H & S Manual, as applicable to your place of work. This will include your awareness of any specific hazards at your work place
- To be aware of, and comply with Food Acts.
- To wear any appropriate protective clothing provided by or recommended by the Hotel.
- To report any defects in the building, plant or equipment according to the Hotel procedures.
- To ensure any accidents to colleagues, guests or visitors are reported in accordance with Hotel procedures.
- To attend 6 monthly statutory fire training and to be fully conversant with and abide by all rules concerning, fire, health & safety.
- To attend any training deemed appropriate by your Head of Department.

Any other reasonable request as required by your manager appropriate for this position and to comply with all the MOHG policies and procedures.

SUCCESS PROFILE FOR THIS ROLE (Competencies)

<p>Customer focused The colleague is genuinely pleasant, positive and helpful to both guests and colleagues, always striving to anticipate guests' needs and exceed their expectations</p>	<p>Team player The colleague demonstrates co-operation and trust with colleagues in his/her own team and across departments and works well as a team player to achieve results</p>
<p>Delivers their best The colleague continually strives to do his/her best, is hard working, efficient and consistently performs well against the MOHG standards, policies and procedures</p>	<p>Trustworthy and responsible The colleague is trustworthy, responsible and accountable. His/her standard of performance reflects our MOHG Mission and Guiding Principles and he/she works in a safe manner</p>
<p>Composed The colleague can handle pressure and remains calm at all times. He/she is able to solve problems calmly and effectively</p>	<p>A MOHG 'Fan'/Committed The colleague represents the Mandarin Oriental brand and is a true "Fan". He/she is loyal to MOHG and consistently delivers the Pillars and Departmental Standards</p>
<p>Technically competent The colleague understands the job requirements and displays the technical skills and knowledge required to perform his/her job well and in line with the departmental standards.</p>	<p>Job related system/machine competency Demonstrates competence to input and extract data from the POS software system in order to provide high quality enquiry and ordering experience to MOHG standards.</p>

This job description is intended to illustrate the main duties and areas of responsibility of the job as noted above. Mandarin Oriental reserves the right to add, delete, change or modify the job duties and responsibilities described in this Job Description, at the company's discretion, with appropriate notice.

I have read and understand this job description for Mandarin Oriental Hyde Park Hotel.

Colleague's Name:	
Signed:	Date: