

## 2. Short Profiles for FOH (Front of House)

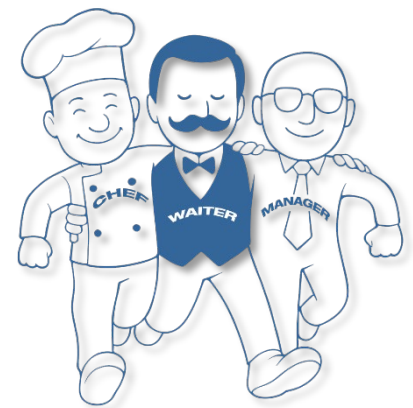
The following profiles provide a **clear and practical overview** of the key roles in a hospitality operation, offering the kind of information that makes building an organisational chart feel a lot less like solving a puzzle with missing pieces. Of course, these profiles may shift depending on the size and style of your establishment. A cosy bistro does not need the same lineup as a 500-seat resort restaurant, and that is perfectly fine.

Think of these profiles as your starting point, **the first sketch before the blueprint**. They help you shape the structure of the business you are planning to build.

Every position plays its part in keeping the F&B Department running smoothly. Together, the team ensures **top-quality products, excellent service, and happy guests**, all while maintaining profitability and adhering to company standards, systems, and procedures (yes, even the ones everyone pretends to have memorised).

### Service Positions

Whether it is a **charming host, a nimble waiter or a silver-tongued sommelier**, in the front of house, it is not just about trays, but about the talent to delight. FOH roles are stage, sensor and social science rolled into one. Those who shine here do not merely serve food - they serve experiences. This chapter explores key roles, requirements and skills with a raised eyebrow and a **dash of emotional intelligence**.



Pic 4 | FnB Trio

! For more information about **OrgChart** and **Job Descriptions** or **Positions Guidelines**, go to [www.PhiloDex.com/shop/en](http://www.PhiloDex.com/shop/en)



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#### Note

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It is also worth noting that these profiles are intentionally general and may differ from the standard not only because every business has its own structure, but also because not every operation fills every position, and local customs, country-specific practices, and legal requirements can significantly influence how responsibilities are assigned or which roles are even necessary.

## Summary in Brief

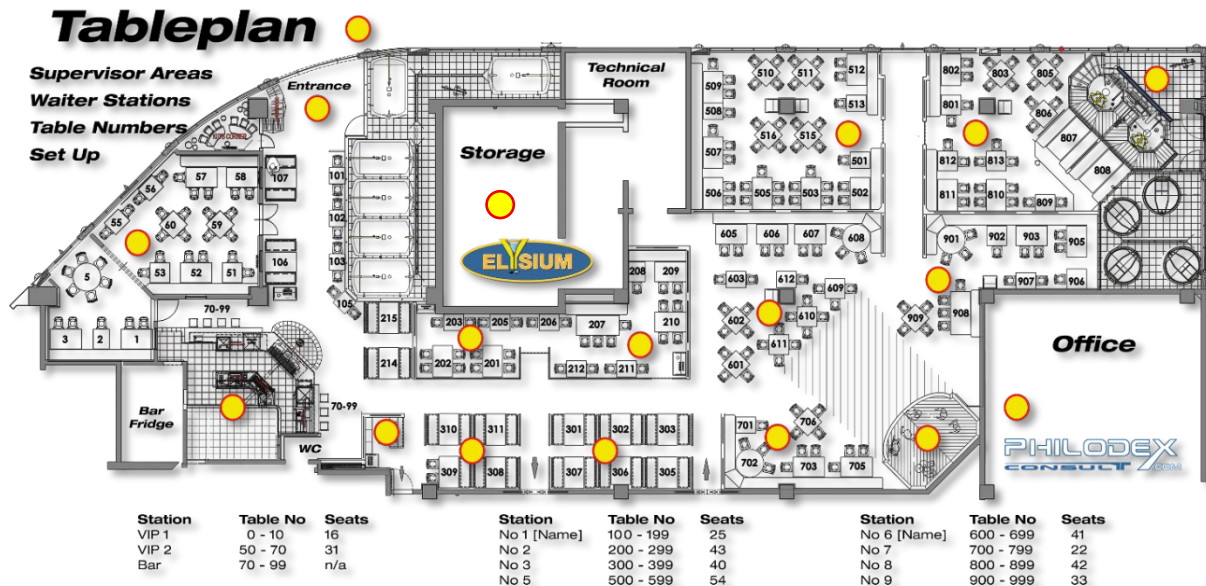
For an initial overview, this summary shows which positions are typically staffed in the service department of a hospitality business, and which responsibilities and tasks are associated with them. This way, everyone quickly knows who is responsible for what, long before any potential chaos even has a chance to appear.

| Position                                      | Short Summary                                                                                                                                                      |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Positions with Short Summaries</b>         |                                                                                                                                                                    |
| <b>Head Waiter, Maître d', Maître d'hôtel</b> | Primary representative of the establishment, coordinates service flow, and leads the team. Oversees dining room, coordinates service, and manages staff schedules. |
| <b>Additional Head Waiters</b>                | Oversee specific areas, greeting, seating, farewells, and complaint handling.                                                                                      |
| <b>Sommelier, Wine Waiter</b>                 | Wine service, recommendations, cellar management, tastings.                                                                                                        |
| <b>Station Waiter, Chef de Rang</b>           | Manages a station, personal guest service, and coordination.                                                                                                       |
| <b>Waiter, Demi Chef de Rang</b>              | Supports Chef de Rang, partial station responsibility. Takes orders, serves food and drinks, and handles guest communication.                                      |
| <b>Assistant Waiter, Commis de Rang</b>       | Supports station leaders, mise en place, serving, and clearing.                                                                                                    |
| <b>Commis, Runner</b>                         | Supports service, food running, clearing, and mise en place.                                                                                                       |
| <b>Commis de Suite</b>                        | Link between kitchen and service, food delivery.                                                                                                                   |
| <b>Commis Débarrasseur</b>                    | Clearing and resetting tables is often an apprentice's task.                                                                                                       |
| <b>Apprenti Garçon</b>                        | Basic training, simple preparation and service tasks.                                                                                                              |
| <b>Barman(tender), Commis de Bar</b>          | Prepares drinks, provides guest service, and performs bar maintenance.                                                                                             |
| <b>Barista</b>                                | Coffee preparation, product knowledge, guest service, café organisation.                                                                                           |
| <b>Reception, Hostess</b>                     | Greeting, seating, reservations, and guest communication.                                                                                                          |
| <b>Cashier</b>                                | Handles payment transactions and invoicing, manages customer and supplier payments, and prepares reports.                                                          |

## Service Staff in your Restaurant

### What are your Staff Requirements?

Every dot symbolises an area that requires staff members, eventually more than one.



Pic 5 | Restaurant Set Up Areas

What are your **staffing requirements**? How many employees do you need, and in **which roles**? How will you organise your team, and what structure is necessary to ensure smooth operations? Additionally, which till system will you implement, and how will you design the workflow around it?

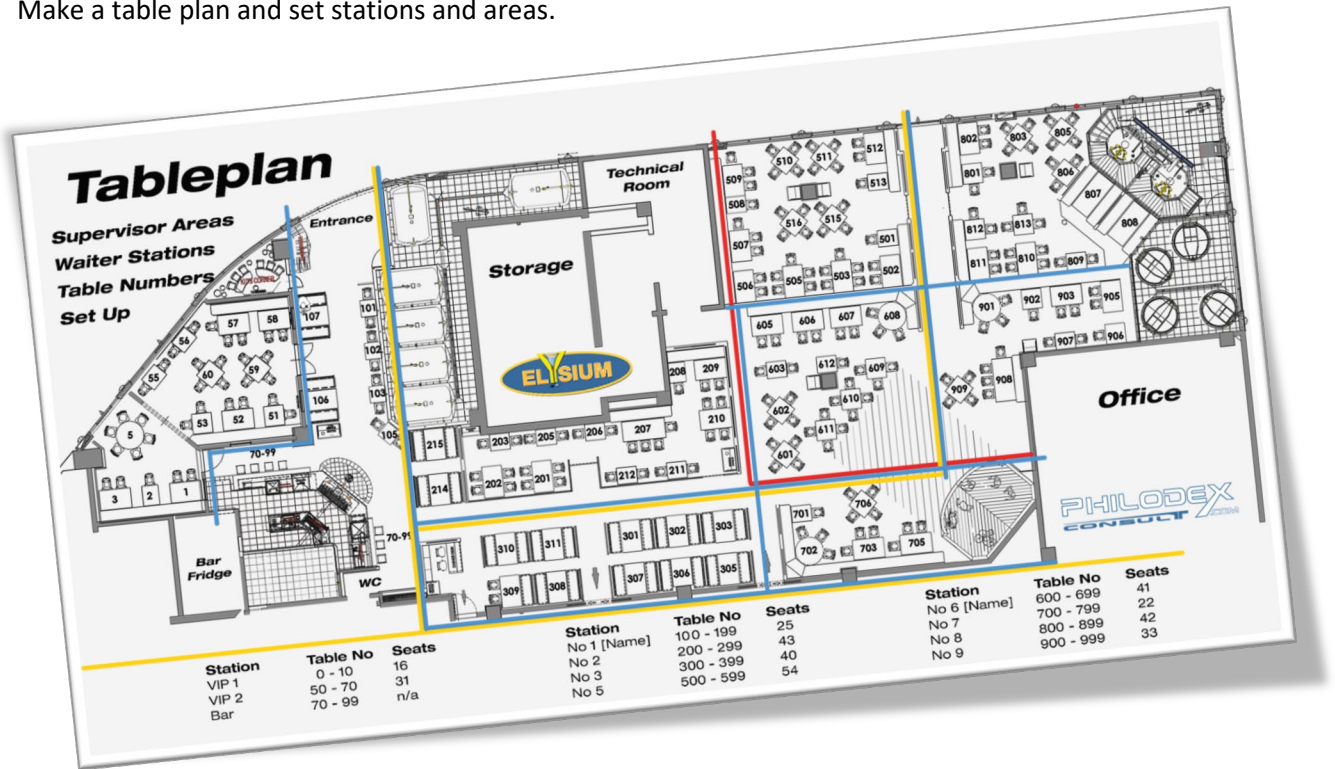
For a **restaurant** of this size, the essential positions include a Restaurant Manager, Supervisors, Waiters, and Runners. In the **bar**, you will require a Bar Manager and Bartenders. Additional roles may include staff **responsible** for Storage and Inventory, Office Administration, Hostess duties, Wardrobe management, Security, as well as **specialised positions** such as a Brewmaster or musicians for live entertainment.

Establishing a clear organisational framework is critical. Many restaurants operate without a coherent **strategy** or structured **workflow**, resulting in confusion, inefficiency, and unnecessary stress. When waiters rush around without clear instructions, the guest experience suffers, whether guests are trying to place an order, waiting for their food, or simply seeking assistance.

For a restaurant with approximately 350 seats, a well-defined and comprehensive staffing plan is essential to **maintain seamless operations**. Based on the positions listed above, the following provides an estimated staffing requirement to support effective management and consistent service quality.

### Table and Station Plan

Make a table plan and set stations and areas.



Pic 6 | Station Plan

### Make a table plan and set stations and areas

When creating your table plan, the simple goal is **clarity** for every employee. Each team member should know exactly where they work, what they are responsible for, and how the workflow in their area is supposed to function. Ambiguity may be charming in poetry, but in a restaurant it usually leads to cold soup and warm tempers.

Start by defining the waiter stations. In the example layout, there are **nine stations**, marked by **blue lines**. Number them clearly, and if you feel creative, give them names as well. Staff tend to remember “Station Edelweiß” a bit faster than “Station 4”.

Next, number the tables sequentially, always beginning with the station number or letter.

For example:

- ➔ Station 3 → 301, 302, 303
- ➔ Station 7 → 701, 702, 703
- ➔ Station Edelweiß → E01, E02, E03

Station 7 is intentionally smaller. It is traditionally reserved for the boss, business partners, friends, or special guests, the kind of people who “don’t need special treatment”, but somehow always get it anyway.

### 3. Organisational Chart “OrgChart”

After the overview of the individual positions, we now move on to the **OrgChart** (short for **organisational chart**). It shows at a glance how the roles within the operation are connected and where responsibilities are anchored. A good organisational chart provides orientation, prevents misunderstandings, and ensures that everyone knows who is responsible for what long before the first order is even taken.

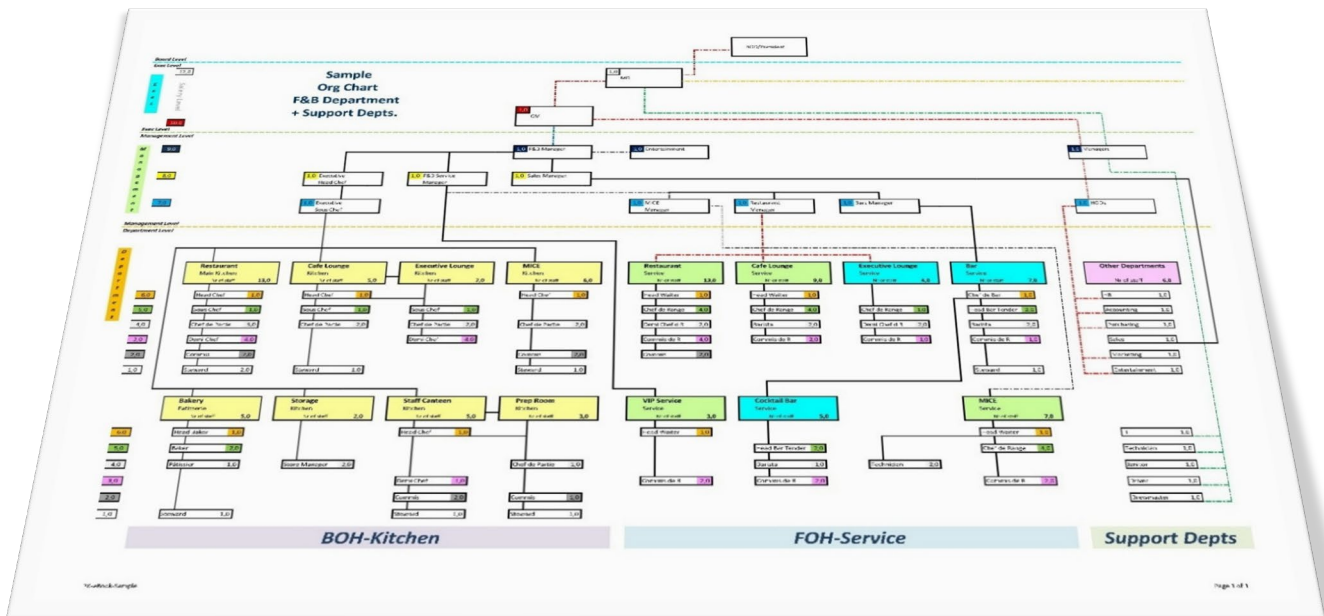
A good **OrgChart** is like a **map**. You can reach your destination without it, but you will take far more detours, and it offers a lot of advantages.

#### Why an OrgChart Is So Valuable

- ✗ Clear roles prevent everyday chaos
- ✗ Better staffing decisions and realistic budgets
- ✗ Structure for workflows and communication
- ✗ Foundation for training, SOPs and quality standards
- ✗ Supports concept development - forces you to clarify your concept
- ✗ Facilitates discussions with investors, authorities and partners
- ✗ Early risk assessment
- ✗ Strengthens company culture from the start



Pic 7|Did you know



Pic 8|Organisational Chart

! For more information about **OrgChart** and **Job Descriptions**  
Or **Positions Guidelines** go to [www.PhiloDex.com/shop/en](http://www.PhiloDex.com/shop/en)



## Station Waiter, Chef de Range, Supervisor

In the absence of a Head Waiter, the Supervisor, traditionally known as the Chef de Rang, is the steady centre of a restaurant section, ensuring that service flows smoothly and that every guest feels genuinely cared for. Responsible for a defined group of tables, usually between four and ten, the Supervisor manages the entire station from a single sideboard, coordinating each step of the dining experience with confidence and finesse.

In daily operations, the Chef de Rang oversees the team assigned to the section, ensuring that every staff member is well-trained, well-informed, and ready to deliver exceptional service. Whether guiding waitstaff, supporting runners, or coordinating with the hostess team, the Supervisor acts as the main point of communication and quality control. Handling guest concerns with calm professionalism is part of the rhythm of the role, as is ensuring that all procedures are followed precisely and consistently.

A strong knowledge of food and wine is essential, as the Chef de Rang must be able to take orders, advise guests, and perform all tableside service with skill and elegance. Delegation plays a key role, requiring clear communication, constructive feedback, and the ability to motivate the team to maintain high standards throughout the shift.

Beyond service, the Supervisor assists with inventory management, ordering supplies, and ensuring that equipment is properly maintained. The role demands excellent organisational skills and the ability to manage multiple tasks simultaneously, from coordinating with the kitchen to overseeing guest seating and supervising service flow.

In addition to daily responsibilities, the Supervisor contributes to improving the overall dining experience by identifying opportunities for refinement, supporting new initiatives, and recognising trends within the restaurant environment. Ultimately, the Supervisor or Chef de Rang ensures the station operates efficiently, with elegance and a sense of hospitality that leaves guests feeling truly valued.

### ***Indispensable Requirements***

- ★ *Completed hospitality training and solid experience in à la carte service*
- ★ *Strong knowledge of food and beverage service techniques*
- ★ *Clear communication skills and a guest-focused attitude*

### ***Essential Competencies***

- ★ *Independent station management, including ordering, serving, billing and quality control*
- ★ *Efficient organisation of mise en place, table care and service flow*
- ★ *Calm, solution-oriented work style during busy service periods*

## Bar Tender, Bar(wo)man, Chef de Bar

The Barman, also known as the Chef de Bar or Bartender, is the energetic heart of the bar, crafting drinks with precision, personality, and genuine hospitality. This role combines technical skill, creativity, and a calm command of a fast-paced environment, ensuring that every guest receives a drink that feels both expertly made and warmly delivered.

The Barman is responsible for preparing and serving cocktails, wine, beer, and other beverages. A strong understanding of mixology is essential, from classic recipes to imaginative signature creations that reflect the restaurant's style and flavour philosophy. Speed and accuracy are key, as the Barman must work efficiently without ever compromising quality.

Maintaining the bar area is a central part of the role. This includes restocking ingredients, preparing garnishes, cleaning glassware and equipment, and ensuring that the bar remains tidy, organised, and visually appealing at all times. A well-kept bar not only supports smooth service but also enhances the guest's overall impression.

Collaboration is vital. The Barman works closely with the restaurant team, coordinating with the kitchen to ensure that food and beverage orders are synchronised and delivered promptly. Clear communication helps maintain a seamless flow between bar, service, and kitchen, contributing to a harmonious guest experience.

Customer interaction is another important aspect. The Barman engages with guests, answers questions, offers recommendations, and ensures that each visitor feels welcomed and well cared for. A friendly presence and confident communication style help create a lively yet comfortable atmosphere.

The Barman or Chef de Bar brings together craft, efficiency, and hospitality. When drinks are beautifully prepared, service runs smoothly, and guests leave with a smile, the Barman did a particularly good job.

### ***Indispensable Requirements***

- ★ *Strong knowledge of beverages, mixology and bar organisation*
- ★ *Experience preparing classic and contemporary drinks in a guest-facing environment*
- ★ *Clear communication and a service-oriented mindset*

### ***Essential Competencies***

- ★ *Confident, creative drink preparation with focus on quality and presentation*
- ★ *Efficient bar organisation, including mise en place, stock handling and hygiene*
- ★ *Professional guest engagement, including recommendations and handling of concerns*