

watergardens

HOTEL

Chef

Reporting to:	Head Chef
Department:	Kitchen
Direct Reports:	Nil
Award Coverage:	
Classification:	
Date Prepared:	2021

Purpose

Prepare, produce and deliver high quality menu items according to specifications and quality, taste and presentation standards.

Areas of Accountability

Food Preparation and Production

- Assist the Head Chef and Sous Chef in menu planning and costing,
- Set up workstations with all needed ingredients and food preparation equipment,
- Prepare ingredients to use in cooking (chopping, peeling, carving, trimming, boning meats, cutting etc)
- Prepare consistently high-quality menu items according to standard recipes, utilising provided techniques and presenting to the defined portion size and presentation standard,
- Prepare, cook and serve a variety of menu items including meat, vegetables, sauces, soups and other dishes according to the venue menu,
- Contributes to recipe innovation and menu development, in collaboration with the Sous Chef and Head Chef,
- Adheres to food production standards including food handling, cooking, housekeeping, sanitation, safety and hygiene HACCP,
- Vary selection of menu items to support customer dietary requirements consistent with customer demographic, including gluten free, vegan/vegetarian, etc,
- Proactively adheres and initiates new and improved waste management initiatives,
- Provide direction and guidance to Apprentice Chef and/or Kitchen Attendants,
- Ensure the correct storage and rotation of stock.

Culinary Learning and Development

- Researches and keeps up with industry trends to create new recipes and ideas to present to the Sous Chef/Head Chef,

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- Actively participates in learning opportunities and observes Sous/Head Chef to develop skills in food preparation and production,
- Support Apprentice Chef and Kitchen Attendant learning and development through sharing of knowledge and technique,

Customer Experience

- Service Excellence; prioritise our customer's experience through delivery of exceptional, warm, proactive and efficient customer service; establish a rapport, anticipate their needs and deliver service with a smile,
- Customer Responsive; Promptly, accurately and effectively respond to a diverse range of enquiries and requests,
- Customer Feedback; Provide customer feedback to the Venue Manager and others as appropriate. Solve customer concerns professionally in accordance with Policies and Procedures, escalating to Management when required.

New & Improved

- New Ideas; Continually think about and make suggestions for new and improved ways of attracting customers, promotions and/or delivering on customer value, quality, service excellence and overall experience,
- Improvement projects; Suggest and participate in improvement projects to increase productivity, save time, reduce waste, save costs etc.

Venue Support & General

- Inspire and advocate our Values and Behaviours in all interactions,
- Adopt a 'whatever it takes' approach to general venue support duties at times to ensure customer experience and service excellence standards are met,
- Other duties as requested.

Safety & Compliance

- Adhere to and maintain Food Safety and HACCP records and compliance guidelines, including following and enforcing hygiene standards at all times,
- Adhere to Security policies and procedures to ensure a secure environment for staff and customers,
- Adhere to Occupational Health and Safety policies and procedures to ensure a safe work environment for staff and customers,
- Ensure the correct handling and care of machinery and equipment.
- Report any hazards, incidents and all maintenance requirements,

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- Attend and actively participate in training programs as required.

Certificates, Licences, Registrations

- Responsible Serving of Food / HACCP
- Pubsafe Accreditation



Measurable Outcomes

- Cleaning and presentation of Kitchen to required standard
- Preparation and production of menu items to required standard
- Maintain consistent quality, presentation and portion size for all menu items
- Positive Customer Experience and satisfaction feedback
- Presentation of menu items are to required standard
- Cleanliness of all kitchen utensils and consumables to required standards
- Adherence to all compliance requirements

Values and Behaviours

Customers are the Heart – “Customers may forget what you said, but they will never forget how you made them feel.” Our Customers are the reason for our business, not a distraction from any other tasks. In keeping our *Customers at the heart of everything we do*, we deliver exceptionally professional service, accepting our customers as they are, treat all with respect and engage meaningfully. We greet our customers with a smile. If our customers feel important and experience positive and meaningful interactions, they will return.

Working Together - Regard yourself as a member of a team, not just an individual who has a specific job to do. Teamwork is about replacing “I can’t” with “how can I”. respect your colleagues at all times, Be willing to try new methods and accept new responsibilities. Working Together to keep our promise of exceptional customer service, we do this by communicating, sharing information and accepting new methods and responsibilities to achieve this,

Service Excellence – Striving for excellence in service in everything we do. Providing helpful, friendly, enthusiastic and courteous service at all times. Delivering on the highest standard of service and fostering customer satisfaction. “If we don’t take care of our customers, someone else will”.

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Physical Requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk				
Operating telephone / computer				
Manual Handling				
Bending / twisting Spine				
Working with one or both hands above shoulder height				
Lifting (5kg or under p/item)				
Lifting (5kg or over p/item)				
Requiring low/light application of force				
Requiring medium to high application of force				
Exerting force in an awkward posture				
Holding & supporting				
Agility				
Squatting / kneeling				
Looking up / looking down				
Reaching forwards or sideways				
Gripping or grabbing equipment				
Mobility				
Walking / standing- extended				
Walking on uneven ground				
Climb steps/stairs				
Sensory				
Hearing – face to face / telephone conversations				
Hearing – working with loud machinery				
Visual – read printed material, signage				
Visual – computer screen, electronic signs				
Visual – driving				
Emotional				
Dealing with complex customers				
Supporting dependent persons				
Dealing with conflict				
Managing complex personal situations				
Providing empathy				
Work Environment				
Confined spaces				
Working alone				
Pollen (or other allergens)				
Exposure to polluted odours and/or chemicals				

Declaration

I,, have read and understand the responsibilities and expected outcomes outlined in this Position Description and agree these are reasonable.

Signature

Date: