

Position Description

HEAD CHEF **SNOWPLANET LIMITED**

Organisational Statement

Snowplanet (www.snowplanet.co.nz) is the southern hemisphere's only indoor real-snow destination, offering a unique snow sports experience only 20 minutes north of Auckland. The following diagram presents its internal vision and mission.

Vision

Our principal objective	To be Auckland's favorite leisure destination
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Mission

What we need to do to get there	Sharing awesome snow experiences 365 days a year
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The following values must be embodied by all Snowplanet team members for the achievement of our mission:

- Passion for snow
- Friendly service with a difference
- Commitment to having fun together
- Listen and improve
- Desire to share the experience
- Providing a safe, clean and appealing environment

Role:

This role is focused on the overall management of the kitchen. The Head Chef has overall responsibility for the quality, consistency and value of our food product. You will aid the Food & Beverage Manager in leading the Kitchen and Restaurant Teams and managing the day to day operations. You will work closely with the Sous Chef to ensure the smooth running of the department. You will lead the recruitment of new staff, ensuring that rosters are appropriate for demand. You will be responsible for coaching and developing the Kitchen Team, providing timely performance reviews with set goals and areas of improvement. You will lead in the planning and delivery of an appropriate range of menus for individuals and groups based on seasonality and trends. You will oversee the Sous Chef, Kitchen and Restaurant Teams, to ensure a seamless delivery of all products. Your communication skills will be excellent. You will have a great eye for detail, to ensure all guests bookings and staffing levels are correct, and can foresee any possible issues before these impact our guests. You will be proactive in resolving any customer queries, and will own the issue through to resolution. You will be a people person with extensive knowledge and experience in the food industry. You will enjoy a fast paced environment, and will be able to thrive in an area with continual changes. You will be passionate about the food industry, and strive to share this with your clients.

You must be flexible in your approach to work, and have the capacity to multi task. You must be able to work under your own initiative and be able to problem solve. As part of our Kitchen Team, you will work closely with our Food and Beverage Manager, Inventory Controller and Restaurant Team, to ensure a seamless customer journey.

Key Result Areas:

Staff Management

Responsibilities

- Recruitment and Induction of all new kitchen team members
- Ongoing training for all kitchen staff
- Staff Accountability and Performance Review Processes
- Effective communication between kitchen and front of house
- Rostering of kitchen staff to fit with requirements for both customer and budget.
- Ensure kitchen staff are always in full uniform and well presented
- Ensure that all staff are working in a safe and hygienic environment
- Ensure good working relationship with FOH Staff and other departments

Key Performance Objectives

- Policies/Procedures in place for all kitchen protocols
- Implement an induction process for kitchen team with the HR Manager
- Training programme in place for kitchen staff to ensure they are up to speed and growing their skills/experience
- 6 monthly reviews for all kitchen staff.
- Manage staff accountability with F&B Manager

Key Performance Indicators

- Staff Retention
- Staff Progression

Health and Safety

Responsibilities

- Actively question any unsafe working practices and provide operational improvements
- Report any risks, hazards, near misses or accidents to your line manager and in writing via our Snowplanet Communication App.
- Know what to do in the case of emergency.
- Maintain our "A" grade safety rating
- Maintain the Food Safety Control Plan
- Ensure kitchen practices comply with Worksafe NZ standards
- Ensure all kitchen staff know what to do in an emergency
- Maintain & monitor checklist for kitchen tasks/procedures

Key Performance Objectives

- Ensure all staff are using correct techniques as per Food Safety Control Plan
- Maintain all cleaning schedules as per our Food Safety Control Plan
- Report all accidents, hazards, & near misses as per procedure
- Ensure first aid box is always up to date and replenished as required
- Have complete set of checklists to cover all relevant tasks and requirements for daily/weekly checks
- Training of emergency procedures is included in all staff training

Key Performance Indicators

- Food Safety Control Plan completed and up to date for council checks
- Staff compliant during trial evacuations and drills
- A grade rating retained
- No accidents

Costing and Presentation

Responsibilities

- Creation and development of menu(s) to suit customer demands. Refreshed on a quarterly basis, anticipates seasonal changes and variations to the menu in conjunction/under direction of the F&B Manager.
- High standard of food to leave the kitchen at ALL times in a timely fashion or consistency in food excellence
- Order of all kitchen stock and equipment within signing authorities
- Understanding of modern plating techniques and flavours
- Maintain budgeted food costs

Key Performance Objectives

- Understand market requirements for menu production & success
- Ensure wait times are 20 minutes or less
- Use wastage to create daily specials to assist in reduction of wastage
- Have procedures and recipes in place to ensure consistency of each menu item
- Ensure all menu items remain available (no stock outs)
- Stock takes to be conducted with appropriate/adequate kitchen resource monthly or at some other interval as agreed with the Finance Manager.

Key Performance Indicators

- Monthly food cost results to be less or equal to 32.5%
- Customer Feedback Results

Communication

Responsibilities

- Actively engaging customers in conversation and use open questioning techniques to determine their needs.
- Seamless daily communication with our Kitchen and Restaurant teams as required for same day bookings.
- Respond to customer emails and telephone enquires where required in a professional manner answering all questions with the accurate information.
- Proactively communicate with the Duty Manager Team with any relevant information during your working day.
- Keep up to date with all communication on the Food & Beverage social media departmental page. Post updates on relevant information as required to ensure the wider Food and Beverage Team are across all developments.
- Maintains an open and informative dialogue with staff, and industry representatives.

Groups

Responsibilities

- Being prepared at the start of your working day, fully understanding any group bookings that will be arriving, and their specific needs enabling excellent customer service
- Takes the lead in organising and running events/large bookings, and is fully conversant with all requirements.

Management

- Recruit and manage Kitchen staff, with an adequate representation of experience and availability required.
- Lead in and provide improvements to food offerings and menu planning.
- Evaluate staff regularly, ensuring they are working within the approved programs and safety protocols.
- Oversee the Sous Chef in the training of all new Kitchen Team employees.
- Verify weekly employee timesheets versus rostered hours, and balance these on weekly budgeted hours.

Other

Responsibilities

- Lead in the organisation for events/large bookings. Keep up to date with knowledge of event requirements.
- Be responsible for the safe keeping and maintenance of all Kitchen equipment, liaising with the Maintenance Team or external contractors as required
- Lead, participate and provide improvements into menu planning and food offerings.
- Maintain a clean and tidy and safe working environment, demonstrating consistently high standards
- Participate in training, learning activities and professional development as required.
- Continue to develop teaching/coaching and personal skills
- Comply with all Snowplanet company policies and procedures
- Perform any other duties as requested within your range of competency by Snowplanet
- In consultation with the Inventory Controller, stocktakes to be conducted with adequate/appropriate resource monthly or at some other interval as agreed with the Finance Manager and variances are investigated and explained immediately. In consultation with the Inventory Controller, implement operational process changes to minimise stock take variances.

Relationships

You will be responsible for developing and maintaining key relationships, including:

Internal

- Food & Beverage Manager
- Sous Chef
- Restaurant Supervisors/ Team
- Duty Managers
- Inventory Controller

External

- Suppliers/Contractors
- Guests/Customers
- Event Stakeholders

Reports to:

Food and Beverage Manager

Key Reports:

Kitchen Team

Time Allocation:

Staff Management	15%
Health and Safety	10%
Costing & Presentation	15%
Time on floor with team	60%

Key Number:

Food cost of sales & wait times.

Key Qualities:

- Organised
- Preferred Supervisory/Management exp.
- Strong Leader
- Clear communicator
- Great listener
- Superior stock control skills
- Flexibility
- Works proactively under own initiative
- Results Focused
- Minimum of 5 years cookery background
- Microsoft Office skill set
- A good work ethic
- Works well with others
- Willing to go the extra mile
- Empathy, patience and consistency
- Adaptable
- Ability to work nights and weekends
- Professionalism
- Calm under pressure
- Desirable full qualifications