

Position Description

SENIOR CHEF DE PARTIE **SNOWPLANET LIMITED**

Organizational Statement

Snowplanet (snowplanet.co.nz) is an indoor real-snow destination, offering a unique snow sports experience only 20 minutes' drive 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:

You will aid the Head Chef and Sous Chef in leading the Kitchen Team and managing the day to day operations. You will work closely with the Head Chef and Sous Chef to ensure the smooth running of the department. You are responsible for ensuring the quality, consistency and value of our food products are delivered are in line with Snowplanet's approved policies and procedures. You will be able to lead a well-trained and motivated team of Chef de Partie and kitchen hand staff with the support of the Sous Chef. You may be called upon to provide input in the rostering of Chef De Partie and kitchen hand staff. Providing outstanding service, your communication skills will be excellent. You will have a great eye for detail 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 have sound knowledge derived from at least 3 years' experience in the hospitality 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 food, and strive to share this with your team.

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 Inventory Controller and Restaurant Team, to ensure a seamless customer journey.

Key Result Areas:

STAFF MANAGEMENT:

Responsibilities

- Training of all new Chef De Parties and Kitchen hands
- Ongoing training for all kitchen hands
- 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 as required

Key Performance Objectives

- Policies and Procedures are adhered to and any amendments identified
- Manage goods and receivable goods as they arrive
- Make sure Chomp app is updated and correct daily
- Ensure food wastage is at a minimum and report any misuse

Key Performance Indicators

- Staff Training of Chef De Parties and Kitchen hands
- 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 Work Safe 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 procedures and use the chomp app
- Have complete set of checklists to cover all relevant tasks and requirements for daily/weekly checks
- Maintain a fun friendly working environment

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 serious harm accidents
- Review of complaints

COSTING AND PRESENTATION:

Responsibilities

- High standard of food to leave the kitchen at ALL times in a timely fashion or consistency in food excellence
- Make sure all ordering is cost effective
- Understanding of modern plating techniques and flavors
- Help maintain an average food cost of 29% or standard whichever is in line with the average

Key Performance Objectives

- Understand market and deliver suggestions of new menu items
- Ensure wait times are 20 minutes or less
- Make sure all recipes are followed and production sheets are filled in
- Ensure all menu items remain available (no out of stock)

Key Performance Indicators

- Help maintain an average food cost of 29% or standard whichever is in line with the average
- Customer Feedback Results

SYSTEMS:

Responsibilities

- Be fully aware of all systems and procedures
- Maintain recipe cards and be involved in maintaining these with the consultation of the head chef and sous
- Make any recommendations for changes to systems

COMMUNICATION:

Responsibilities

- Seamless daily communication with our Kitchen and Restaurant Teams as required for same day bookings.
- 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 and Beverage social media page
- 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/bookings, and is fully conversant with all requirements.
- Has effective communication with groups booking manager and duty managers

Other

Responsibilities

- Assist in the organisation of events/large bookings. Keep up to date with knowledge of event requirements.
- Participate in and provide improvements into menu planning and presentation guidelines.
- 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

Relationships

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

Internal

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

External

- Guests/Customers
- Visitors/Contractors
- Event Stakeholders
- Sous Chef
- Kitchen hands

Reports to:

Head Chef

Key Reports:

Chef De Parties and Kitchen hand staff

Time Allocation:

Staff Management	10%
Health and Safety	5%
Costing and Presentation	5%
Other (time on floor)	80%

Key Qualities:

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| <ul style="list-style-type: none"> • Organised • Preferred Supervisory/Management exp. • Strong Leader • Clear communicator • Great listener • Superior stock control skills • Flexibility • Works proactively under own initiative | <ul style="list-style-type: none"> • 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 |
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