

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:

- Organised
- Preferred Supervisory/Management exp.
- Strong Leader
- Clear communicator
- Great listener
- Superior stock control skills
- Flexibility
- Works proactively under own initiative
- 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