

JOB DESCRIPTION

Job Title:	Head Pastry Chef
Department:	Kitchen
Group / Team:	Food & Beverage
Responsible To:	Executive Chef, Head Chef
Responsible For: (Total number of staff)	4
Job Purpose:	The Head Pastry Chef is fully in-charge of Pastry Section, Supervise, Train the pastry staff and ensures the smooth and efficient daily running of the pastry kitchen so as to ensure maximum guest satisfaction.
Date:	Dec 2023

SKYLINE VALUES



Family

We are proud, encouraging and supportive

- ↘ Provide positive feedback
- ↘ Take time to get to know one another
- ↘ Support each other
- ↘ Celebrate achievements
- ↘ Be proud of belonging to the Skyline family



Fun

We have fun creating fun

- ↘ Experience and enjoy the product
- ↘ Greet everyone with a smile, it's contagious
- ↘ Have fun, safely
- ↘ Have a passion in what you say and do
- ↘ Celebrate success



Respect

We respect each other, our guests and the environment

- ↘ Treat others as you would like to be treated yourself
- ↘ The standard you walk past is the standard you are willing to accept
- ↘ We embrace each other's differences
- ↘ Keep Skyline green
- ↘ Act with integrity

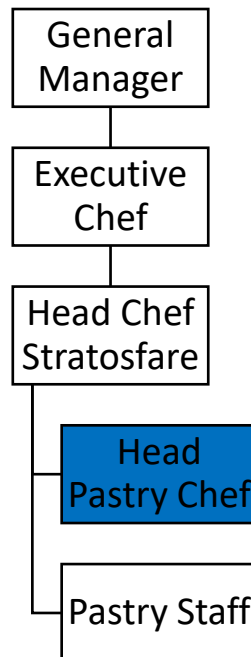


Success

We strive to be the best

- ↘ We embrace change
- ↘ We continuously improve our products and services
- ↘ Find a positive and learn from our mistakes
- ↘ We encourage opportunities for everyone be the best they can be
- ↘ We ensure everyone leaves with a smile

Organisation Context



Key Relationships

External:

- Guests
- Suppliers

Internal:

- Food & Beverage department
- All other departments

Key Result Area

The **Head Pastry Chef** will be responsible for managing the Pastry quality of service and product standards. This will be done under the supervision and direction of the Executive Chef

- To help develop a profitable return on all food sold through the Food & Beverage outlets.
- Assist in implementing effective food management policies, and achieving budgeted costs of sales as established annually.
- To ensure that the Chef's directions and task allocation are consistently followed through to the highest professional standard.
- To provide training to all junior pastry chefs as required
- To maintain all legislative standards of safety, security, hygiene and administration.
- To set standards of product and service quality, develop new pastry dishes
- To ensure a culture of continuous improvement is maintained within the kitchen to further improve standards of product quality.
- To liaise regularly with the Executive Chef, Head Chef, Conference & Event Organiser, on quality issues, recommendations for improvement and product/service initiatives.
- To ensure regularly and effective review of all current menus
- To help implement and monitor a comprehensive Food Safety Plan
- Supervise and assist in the preparation of menu items, portion sizes, product quality, presentation and service of all foods, in accordance with the Skyline standards.
- Ensuring all kitchen employees maintain a high standard of safety, security, hygiene, grooming and professional tidiness.
- Assist in the control of kitchen costs, in particular food stock and specific pastry purchases
- Monitor and maintain the legal procedures in regard to hygiene, safety and security.
- Ensure kitchen plant and equipment is appropriately maintained and presented at all times.

The Head Pastry Chef will be responsible for the management of all Pastry Kitchen personnel under the direction of the Executive Chef.

- To ensure that the company's human resource policies and procedures are implemented.
- To ensure staffing levels are maintained with the help of the Head Chef to meet business demands, seasonality and budgeted guidelines.
- To monitor and manage staff performance, undertake reviews, appraisals and ensure development needs are identified and addressed.
- To maintain high levels of staff satisfaction by providing a clear sense of direction and leadership that generates motivation, enthusiasm.
- To provide Kitchen staff with relevant training appropriate to each position.
- To initiate meetings with the pastry staff to share information, and help guide the junior staff.
- To immediately advise the Executive Chef and Head Chef of any staffing issues that may result in disciplinary action.

The Head Pastry Chef will be responsible for maintaining effective communication within the department, management team and with guests/suppliers as appropriate.

- To maintain effective communication through active involvement with staff, an approachable communication style and accurate and timely reporting systems.
- To assist departmental the Executive Chef in co-ordinating the exchange and sharing of staff and equipment as required.

- Ensure departmental meetings are held regularly and facilitate a co-operative internal environment.

Guest Service

- To greet all customers with a smile & welcome.
- To assist with guest enquiries and comments, and actively promote Skyline Queenstown activities.
- To deal quickly and correctly with any guest complaint within established guidelines.
- To ensure guest service is maintained to a high professional standard at all times.
- To ensure that the needs of the guests are given priority over all other activities, providing the highest level of quality service at all times.

Health & Safety

- To observe and practise safe work methods
- To encourage other workers to work in a healthy and safe manner
- To discourage other workers from working in an unsafe manner
- To report or rectify any unsafe conditions or equipment
- To comply with the Health & Safety policy statement and H&S policies and procedures
- To work in a healthy and safe manner, providing a safe workplace to all employees.
- To use protective/safety equipment wherever provided and required.
- To report all incidents, work related injuries and near misses accurately and timely.
- To participate in any rehabilitation programmes as required.
- To be aware of procedures in the event of emergencies such as fire, bomb, in line with Company policy and legislation

Any other duties which may be related to and consistent with the above job description as directed by the Executive Chef or nominee.

Maintain a public image which is compatible with the highest standards at all times whilst on the premises or representing Skyline in a work capacity.

Ensure all aspects of the company's purpose, focus and core values are upheld.

Ensure full confidentiality is maintained at all times

Financial Responsibilities

Controls a budget Y/N **NO**

Maximum that may be spent without reference to manager **\$0**

Can spend unbudgeted capital Y/N. **NO**

Is responsible for committing the organisation to long-term contracts **NO**

Signs correspondence for Company **NO**

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable

Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Employee Name
Employee Job Title

Date

Approved: Manager Name
 Manager Job Title

Date