

Job Description – Schedule B

<u>Position:</u>	Sous Chef
<u>Location:</u>	Skyline Rotorua
<u>Responsible To:</u>	Executive Chef / Executive Sous Chef

Job Objective:

The Sous Chef is responsible for the profitable operation and effective management of all kitchen departments within budgeted objectives by ensuring the highest standards of food quality, selection, customer care and staff satisfaction.

Key Accountabilities and Key Tasks

1. To assist the Executive Chef and Executive Sous Chef in maintaining and continuously improving the standards and quality of product and service quality within the food production department.
 - (a) To set standards of product and kitchen service quality, monitor output and analyse guest satisfaction levels through regular surveys.
 - (b) To ensure a culture of continuous improvement is maintained within the kitchen to further improve standards of product quality and guest service by kitchen staff.
 - (c) To liaise regularly with the Executive Chef on quality issues, recommendations for improvement and product/service initiatives.
 - (d) To assist with ensuring effective procedures for the reviewing of Buffet menus and functions menus are in place.
2. Responsible for assisting the Executive Chef in the achievement of financial targets and actioning business plan objects set out in the budget.
 - (a) To ensure effective monitoring, stock control and reporting systems are maintained to provide immediate feedback on operational issues, stock variations and inventory control.
 - (b) To provide guidance/training and operational recommendations within the department that assist the achievement of business goals and budgets.
3. Responsible for the management of all kitchen personnel in the absence of the Executive Chef and/or Executive Sous Chef.
 - (a) To ensure that the company's human resource policies and procedures are implemented.
 - (b) To plan and deliver on the job training to kitchen staff, and ensure a high level of competency within the kitchen environment.

- (c) To ensure staffing levels are planned to meet business demands, seasonality and budgeted guidelines in the absence of the Executive Chef.
 - (d) To ensure that development needs are identified and addressed with the Executive Chef.
 - (e) To maintain high levels of staff satisfaction by providing a clear sense of direction, a leadership style that generates motivation, enthusiasm and commitment to the company's vision and objectives.
4. Responsible for assisting the Executive Chef in monitoring effective communication within the department, management team and with guests/suppliers as appropriate.
- (a) To maintain effective communication through active involvement with staff, an approachable communication style and accurate and timely reporting systems.
 - (b) To assist departmental HOD's in co-ordinating the exchange and sharing of staff and equipment, ensure departmental meetings are held regularly and facilitate a co operative internal environment.
5. To comply with all established workplace Health and Safety policies.
- (a) To implement all company Health and Safety Policy, provide direction, set goals for improvement, regularly review hazard management controls and monitor progress in Health and Safety Management.
 - (b) To ensure all staff are aware of the importance of workplace health and safety, to actively promote staff involvement in hazard management.
 - (c) To monitor the completion of all H&S records and documentation for staff training, accidents, near misses, accident investigations and hazard observations as necessary.
6. Ensuring delivery of service that support Skyline's sustainability goals by:
- (a) Ensuring recycling and waste management practices are carried out where possible.
 - (b) Maintaining your work area to an environmentally acceptable standard. Making suggestions for environmental sustainability improvements

Living Our Values

Skyline Rotorua is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals.

We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed

Key Competencies

- Physically fit and able to stand for long periods of time
- Organised
- The ability to cope well under pressure
- Reliable and able to work unsupervised
- Able to work in a team
- Able to follow procedures
- Flexibility in tasks to be undertaken
- Able to maintain Skylines safety standards

General

Any other duties that are related to and consistent with the above Job Description as directed by the Executive Chef.

Ensure full confidentiality is maintained at all times.

Attend staff training, induction and other professional development as directed.

Ensure all aspects of the Skyline Mission statement are upheld

Maintain a public image that is compatible with the highest possible standards whilst on the premises.

I accept the job description for the position of Sous Chef.

Name: _____ Date: _____