



Job Description

Position:	Head Chef
Department:	Kitchen
Outlet:	Retail Food Kiosk, Bistro, Convention, Functions Venue and Maze Cafe
Report to:	General Manager
Responsible For:	All Chefs, Apprentices, Kitchen hands and Cooks

Basic Function

Reporting to the general manager you will be responsible for the entire kitchen brigade, administering all phases of the kitchen operation ensuring that the kitchen is run to the company's operational and financial standards. Responsible for providing a product that exceeds our guest expectations, whilst maintaining SkyHigh's style and ethos.

Responsibilities:

SkyHigh Policies & Procedures

1. Ensure that all SkyHigh's standards and procedures are followed, as set out in staff operation and induction manuals.
2. Ensure that all staff work in accordance with our occupational, health and safety guidelines as stated in our OH&S manual.
3. Ensure that all aspects of our Food Safety Plan are followed, ensuring that all records and procedures are up to date and accurate at all times.

Kitchen Brigade

1. Manage a kitchen team that operates professionally and efficiently at all times.
2. Maintain an environment and culture that facilitates learning and creativity.
3. Responsible for the ongoing training, development and team motivation.
4. Maintain a harmonious team that communicates well with all other members of the organisation.
5. Ensures that staff grooming and presentation is of the highest standard at all times.
6. All buffets and food displays are maintained by the kitchen brigade.

Menu

1. Bistro and Café menu will adjust seasonally, at a minimum of 2 times a year.
2. The bistro & kiosk menu will be diverse, catering for different nationalities and cultural groups including vegetarians and gluten friendly offerings.
3. Standard recipes will be used, in conjunction with strict portion control for all food items produced.
4. All menu items will be photographed and displayed on a menu board.
5. All new menus will be decided upon in consultation with senior management and owners.
6. Introduction of new menus will incorporate a staff menu tasting.

Financial

1. Responsible for ensuring that all cost centres being payroll, cleaning and food come in inline with our financial goals.
2. Ensuring that all kitchen staff are managed efficiently and cost effectively at all times.
3. The kitchen at all times will minimise food wastage through good kitchen management processes, such as labelling and mis en place par levels etc.
4. All menu items to be costed in accordance with our financial goals.

Management

1. Induction of all new employees is to be completed before starting work.
2. Responsible for the smooth running of the kitchen, including the management of staff.
3. Provide regular performance appraisal for your kitchen brigade.
4. You will work with the General Manager to ensure that the kitchen is operating efficiently and effectively.
5. You will work with confidence and lead by example in the production of food and kitchen management.
6. Respond positively to guest feedback and understand that the feedback will be utilised to further understand our guest expectations.
7. Is responsible for the correct receiving and filing of all relevant information in an organised manner.
8. Responsible for the stock taking of the kitchen as per the schedule specified by the General Manager.
9. Is responsible for the preparation of weekly or fortnightly rosters and forecasts ensuring that legal and budgetary requirements are met.
10. Closely monitor the quality of food and beverage services to ensure a consistently high standard.
11. Attend all training sessions and meetings as directed by the General Manager.

Customer Experience

1. Ensures the satisfaction of our guest expectations and where possible anticipating their expectations.
2. Communicates with internal and external customers in a professional and caring manner.

Work Environment

1. Maintaining a high level of cleanliness in the work area, and takes care with all outlet equipment and materials, liaising where necessary with other area in relation to the Stewarding Department.
2. Ensures that the Kitchen carries adequate food par stocks, for efficient operation of the kitchen.
3. Is responsible for the ordering, receiving and storage of all food, cleaning and kitchen equipment.
4. Responsible for the rotation and labelling of all food items in storage.
5. Is responsible for the storage and maintenance of the departments operating and technical equipment.

Communication

1. Is fully aware of guest movements around the property, in particular, bistro bookings, tour groups, function events and VIP movements.
2. Communicates with the General Manager, Function and Events manager Bistro Manager and Supervisors regarding service times, service issues and guest information.
3. Carries out pre-shift briefing session and ensures a high product and service knowledge within the Kitchen team, through consistent training and evaluation.
4. Handles guest complaints promptly and diplomatically, and brings all complaints to the attention of the General Manager.

Key Performance Indicators

The following outlines the minimum guidelines expected by SkyHigh as a basis of performing the Head Chefs function:

- Ensure that the bistro menu changes **2- 4 times a year** in accordance with the seasonal changes and consists of tested, high quality dishes incorporating kitchen garden whenever possible.
- The management of our Food Safety Plan, ensuring procedures are followed and all records are up to date and accurate at **all times**.
- Payroll cost is measured in accordance with the financial goals of SkyHigh and is reviewed on a weekly basis and measured on a monthly basis. All efforts need to be made to cut staff costs when the trade is quiet.
- Ensure that the **presentation** and **freshness** of all foods is of the highest standard at **all times**.
- The retail food kiosk is at all times **sufficiently** stocked and **presentable** in all service periods.
- Food cost is maintained in accordance with the financial goals of SkyHigh and is measured on a monthly basis. Food is to be made in-house whenever possible to reduce food costs.
- All Mise En Place to be complete, checked, taste tested and organised for all service periods.
- All cleaning schedules and temperature checks are to be completed and up to date **all of the time**.
- All guest, supervisor, senior management and owner feedback for food related issues is monitored weekly and should be **95%** or more above “good” in ratings.
- Ensures that both kitchens are maintained, clean and dust and food scraps free especially under equipment. Feedback by pest control and health officer must remain positive.
- Maintenance and correction of subordinate key performance indicators.
- Kitchen brigade’s uniform is to be **fully** compliant at all times, including name badges where needed.
- All standards and procedures are to be followed **every service**.
- A new finer dining experience to be implemented in the upper floor function room for when no functions are booked. The food quality, taste, presentation and overall experience must be superior to the lower floor dinner.

I hereby certify that I have read my job description breakdown and understand my responsibilities as outlined and agree my duties are not limited to and may be subject to change.

Name: _____ Signature: _____ Date: _____

Confirmed - Name: _____ Signature: _____ Date: _____
