



Job Title: Chef de Partie

Reporting to: Head Chef

Purpose of Role

To ensure that your department delivers a high quality service to the customers maximising on all sales opportunities. You will ensure delivery of great customer service at best possible cost within brand guidelines and satisfying legal requirements. To assist in the preparation, production and delivery of all food and meals to customers, so that their expectations are consistently exceeded. To ensure the efficient running of a kitchen service section. To ensure that kitchen hygiene is maintained and is consistent with the set standard.

Personal Specification

- Enjoy working and dealing with the public and being part of a team.
- Confident, pleasant and an excellent articulate communicator; able to stay calm under pressure and remain courteous when dealing with difficult situations.
- Must be efficient, organised and self motivated.
- Have a good personal standard projecting a professional image at all times.
- To be capable of running a designated service section and produce food for diners, ensuring creativity, taste and minimal wastage.

Your key tasks reflect your contribution to our four core objectives; which are people, customer, profit and sales.

Key Responsibilities

People

- To attend a service briefing at the beginning of each shift and a handover at the end of each shift
- Build productive working relationships with guests and colleagues.
- To develop a working relationship with Sous Chefs and shadow in order to be able to deputise at any given time.
- Ensure clear and accurate communication between departments to allow all requests to be met on time and to the expected standard.
- Assist in maintaining the cleanliness of the department.
- Wear the appropriate clothing for their role and maintain a high standard of personal grooming
- Attend legislative training as required

Customer

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- To promote a helpful and professional image to the customer, giving full co-operation to any customer requiring attention
- To achieve departmental standards in the preparation, production and delivery of food and meals to ensure that we meet our customers' expectations.
- To attend to customer queries and enquiries in a caring and helpful manner and with a commitment to dealing with the issue in a positive way
- To anticipate customer needs whenever possible to enhance the quality of service offered by the Venue, to ensure customer loyalty is maintained
- To ensure the customer is treated correctly, first time, every time

Profit

- To support the achievement of weekly, monthly and quarterly goals and targets within the department
- To ensure care and attention is taken when handling company property to protect company assets and ensure that all stock, equipment are safe and secure at all times
- To be familiar with and promote other hotels within the group
- To maintain the venue standards in portion control
- To participate in stock take as required

Statutory Responsibilities

To observe all Fire, Health & Safety & Food Safety Regulations attending any training session's necessary to keep you updated on new legislation and ensuring compliance with all current legal requirements. To be aware of your responsibilities in accordance with the company Health & Safety procedures.

Unspecified Duties

To carry out any other reasonable requests which would help to ensure that all guest expectations are exceeded.

Signed: Date:

Signed: Date:
(Manager)