

## Sous Chef

### QUALIFICATIONS:

- Graduate in HM, 12-15 years' experience in the culinary, food and beverage, or related professional area.
- 2-year degree from an accredited university in Culinary Arts, Hotel and Restaurant Management, or related major; 7-10 years' experience in the culinary, food and beverage production, or related professional area.

### EXPERIENCE:

- 12-15 years of work experience from well-known five star brand preferably from Marriott International

### KEY ROLES & RESPONSIBILITIES:

#### Ensuring Culinary Standards and Responsibilities are Met

- Prepares and cooks foods of all types, either on a regular basis or for special guests or functions.
- Develops, designs, or creates new applications, ideas, relationships, systems, or products, including artistic contributions.
- Recognizes superior quality products, presentations and flavor.
- Ensures compliance with food handling and sanitation standards.
- Ensures compliance with all applicable laws and regulations.
- Follows proper handling and right temperature of all food products.
- Knows and implements brand's Safety Standards.
- Supervises kitchen shift operations and ensures compliance with all Food & Beverage policies, standards and procedures.
- Maintains purchasing, receiving and food storage standards.
- Operates and maintains all department equipment and reports malfunctions.
- Supports procedures for food & beverage portion and waste controls.
- Checks the quality of raw and cooked food products to ensure that standards are met.
- Assists in determining how food should be presented and creates decorative food displays.

#### Leading Team

- Supervises and coordinates activities of cooks and workers engaged in food preparation.
- Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision making; demonstrates honesty/integrity; leads by example.
- Supervises and manages employees. Manages all day-to-day operations. Understands employee positions well enough to perform duties in employees' absence.
- Encourages and builds mutual trust, respect, and cooperation among team members.
- Serves as a role model to demonstrate appropriate behaviors.
- Ensures and maintains the productivity level of employees.
- Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team.
- Estimates daily production needs on a weekly basis and communicates production needs to kitchen personnel daily.
- Leads shifts while personally preparing food items and executing requests based on required specifications.

#### Maintaining Culinary Goals

- Achieves and exceeds goals including performance goals, budget goals, team goals, etc.
- Develops specific goals and plans to prioritize, organize, and accomplish your work.
- Comprehends budgets, operating statements and payroll progress reports as needed to assist in the financial management of department.
- Schedules employees to business demands and tracks employee time and attendance.

- Understands the impact of departments operation on the overall property financial goals and objectives and manages to achieve or exceed budgeted goals.
- Orders employee uniforms according to budget and ensures uniforms are properly inventoried and maintained.
- Reviews staffing levels to ensure that guest service, operational and financial objectives are met.

#### **Ensuring Exceptional Customer Service**

- Provides services that are above and beyond for customer satisfaction and retention.
- Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
- Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
- Sets a positive example for guest relations.
- Handles guest problems and complaints.
- Strives to improve service performance.
- Helps employees receive on-going training to understand guest expectations.

#### **Managing and Conducting Human Resource Activities**

- Identifies the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Identifies the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- Assists as needed in the interviewing and hiring of employee team members with appropriate skills.
- Participates in the employee performance appraisal process, providing feedback as needed.
- Solicits employee feedback, utilizes an "open door" policy and reviews employee satisfaction results to identify and address employee problems or concerns.

#### **Additional Responsibilities**

- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Analyzes information and evaluating results to choose the best solution and solve problems.
- Assists Executive Chef with all kitchen operations.
- Attends and participates in all pertinent meetings.

#### **KEY SKILLS:**

- Passion for the Culinary Arts
- Attentiveness to Detail
- Creativity
- Being a Team Player
- Hands-on experience specially in Indian cuisine

#### **REPORTING TO:**

- Executive Chef

#### **LOCATION**

- Navi Mumbai - Vashi

#### **WEBSITE:**

- [www.chalethotels.com](http://www.chalethotels.com)