



POSITION DESCRIPTION

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| Title: Head Chef |
| Reports to: Manager |
| Purpose: <ul style="list-style-type: none">• To oversee the day to day operations of the kitchen.• To ensure the efficient management of kitchen.• To develop skills and support staff in their roles in the kitchen. |
| Duties and Responsibilities <p>1. Kitchen Operations</p> <ul style="list-style-type: none">• Responsible for the operation of the kitchen on a day to day basis• Maintain/manage costs to budget and established standards• Order and maintain stock levels• Ensure all equipment in the outlet is operational• Consult with the manager on staff and discipline issues• Up hold morale• Carry out administrative and reporting functions as required <p>2. Training and development</p> <ul style="list-style-type: none">• Play a very active role in the development and training of staff for the kitchen• Play a very active role in the in-store training and development of new skills |

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| ACCOUNTABILITIES | | |
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| Key Result Areas | Key Tasks | Key Performance Indicators |
| <ul style="list-style-type: none"> • Production and wastage • Café food sales | <ul style="list-style-type: none"> • Adhere Brand Service Standards: • Speak clearly and listen intently to facts and feelings when communicating • Personally own, act and solve problems and complaints • Recognise every opportunity as an opportunity for growth • Anticipate needs and food sale trends • Create a positive image • Adhere to brand standards • Maintain a high level of product and service knowledge in order to explain and sell services and facilities to guests • Research customer needs • Analyse and adapt food trends | <p>Primary Indicators</p> <ul style="list-style-type: none"> • Achieve food costs • Achieve food GP • Meet acceptable standards on Store audit reports <p>Secondary Indicators</p> <ul style="list-style-type: none"> • Positive Customer feedback • Food quality/ service standards • Maintain Columbus core recipe percentages |
| Operational Planning | <ul style="list-style-type: none"> • Analyse food statistics with manager • Expense/cost control through effective utilisation of consumables • Stock control | <p>Primary indicator</p> <ul style="list-style-type: none"> • Maintain wage cost and wage % against production sheet and against budget • contribute achieve outlet profit <p>Secondary Indicators</p> <ul style="list-style-type: none"> • Actively contributes towards revenue generation and cost containment • Minimizing "Write Offs" and breakages |

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| Administration | <ul style="list-style-type: none"> • Prepare documents required in the kitchen e.g. cleaning, ordering, production, wastage, recipes and recipe cards. • Contribute to monthly meetings with manager and support manager in staff meeting • Receive and store stock • Control and order stock. | <ul style="list-style-type: none"> • Establish/monitor quality and cost to control, order, receive and store stock within established stock control and stock purchasing systems to reduce budget and forecast targets by 5% of budget. • Communicate with staff changes and updates. |
| Operational Performance | <p><i>Shift Responsibilities</i></p> <p>Day to day management of kitchen operations including but not limited to:</p> <p><i>Preparation for Service</i></p> <ul style="list-style-type: none"> • Conduct shift briefing • Ensure grooming and Presentation Standards are impeccable • Motivate staff to achieve targets • Deal with requests/complaints • Set-up and kitchen preparation <p><i>Stock Control</i></p> <ul style="list-style-type: none"> • Order stock • Control stock levels <p><i>Presentation kitchen</i></p> <ul style="list-style-type: none"> • Cleanliness and equipment in good working order <p><i>Leadership</i></p> <ul style="list-style-type: none"> • Provide leadership / lead by example with staff and customer interaction • Staff induction and on job training • Support staff on floor to ensure quality service delivery | <ul style="list-style-type: none"> • Customer feedback • Stocktake results • Presentation standards of food and staff • Store reports and audits |

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| Management, Training and Development | <ul style="list-style-type: none"> • Identify and develop kitchen staff skills • Counsel staff and prevent work related problems • Discipline staff and resolve disputes in liaison with manager. • Train and facilitate multi-skilling of staff • Instruct and follow up on staff. • Conduct performance appraisals with manager in a timely manner for all immediate subordinates | <ul style="list-style-type: none"> • Staff retention • Staff training and development |
| Communication | <ul style="list-style-type: none"> • Liaise with staff providing timely feedback – positive and negative • Actively interacts with internal (Mega staff) and external customers to anticipate needs and determine service delivery levels • Ensures effective shift hand-overs • Manages an effective team • Interact with staff in a professional and positive manner to foster good rapport, promote team spirit and ensure effective two way communication | <ul style="list-style-type: none"> • Staff morale • Staff retention • Meeting attendance • Awareness of broader group business issues • Kitchen team informed and aware of broader group/business issues • Communicate changes with manager and FOH when appropriate |

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| Self Management | <ul style="list-style-type: none"> • Adherence to Company Code of Conduct • Demonstrate professional attitude and behaviour at all times • Maintain a professional approach and personal image • Be aware of company policies & procedures • Ensure a high level of cleanliness is maintained in the business • Develop/update skills internally or externally to reflect changed technology or changed work requirements • Work in line with business needs | <ul style="list-style-type: none"> • Appraisals • Evidence of self-initiated learning |
| Safety and Security | <ul style="list-style-type: none"> • Ensure all procedures are conducted safely and within OH&S guidelines • Be aware of duty of care and adhere to occupational, health and safety legislation, policies and procedures • Be familiar with property safety, first aid and fire and emergency procedures • Initiate action to correct a hazardous situation and notify supervisors of potential dangers • Log incidents and accidents in accordance with company requirements • Ensure statutory responsibilities are being met e.g. Food Safety, • Establish and monitor cleaning procedures | <ul style="list-style-type: none"> • Incident Reports • Ability to co-ordinate emergency response in line with company/outlet guidelines • Food Safety Audits • Number/ severity of accidents • Cleanliness of all areas |

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| Business Planning | <ul style="list-style-type: none"> • Manage food costs • Stock control • Expense/ cost control through effective utilisation of consumables • Analyse food and beverage statistics through point of sale/business intelligence system with manager | <ul style="list-style-type: none"> • Kitchen Gross Profit • Actively contributes towards revenue generation and cost containment • Minimizing "Write Offs" • Function/catering revenue |
| Leadership and Motivation | <ul style="list-style-type: none"> • Foster a collaborative environment which promotes two-way communication • Lead by Example • Conduct meetings which facilitate operational improvements • Respond to customer requests quickly and efficiently Inputs into key strategy meetings | <ul style="list-style-type: none"> • Staff Turn Over • High Morale • Minimal Conflict • Reasons for turnover |
| Responsible Financial Management | <ul style="list-style-type: none"> • Develop and monitor the implementation of purchasing procedures • Establish economic order quantities • Maintain stock control procedures | <ul style="list-style-type: none"> • Control of expenses in line with budget and business needs • Effective purchasing and stock control • Effective utilisation of labour |