

Position: Sous Chef (intended for high-end properties with large volume banquets, etc. i.e., The Inn at Oberlin; The Inn By The Sea)	Department: Food & Beverage	Supervisor: Executive Chef	
Job Titles Supervised: Lead Cook, Cooks, Dishwashers	Date: July 23, 2018	FLSA: Salaried (Exempt)	Benefits: Home Office / Management

Overview:

The Sous Chef is responsible for the preparation of high quality meals in accordance with company standards, menu specifications and production schedules set forth by the Executive Chef; and maintaining and adhering to the health and food safety program at all times per state and federal regulations. This position oversees kitchen staff in the preparation/production of all meal periods. As directed by the Executive Chef, this position must maintain standard operating procedures, kitchen systems including: preparation logs, inventories, product usage and PMIX reporting, administrative and training programs for the development of his/her staff, financial prudence for food and labor costs, programming/menus for all meal periods. This position is also responsible for ensuring that health and safety standards are maintained at all times per state and federal regulations. As a leader, ensures and is committed to the development of a cohesive staff that consistently produces high quality food which promotes profitability and a positive culture.

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. The employee must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, the employee must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form no later than your first day of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. *All employees must follow the safety policies*
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating eligible employees. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized

- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Assist Executive Chef and assumes chef's responsibilities in their absence
- Oversee production and operations in the kitchen which includes the planning and directing of all food preparation
- Communicate with Sales Dept. to facilitate effective and professional delivery of all meetings/banquet contracts
- Prepare work schedules in accordance with forecasts, staffing guidelines and labor productivity goals
- Follow and ensure accuracy of all recipes and standard operating procedures to provide consistency and uniformity
- Prepare food as directed for banquet, dining room, and or in room dining, in accordance with established portion and quality control standards
- Prepare meals in accordance with established portion and quality control standards
- Know content in all training manuals and update when necessary
- Assist Chef in creation of specials and other specialty menus; assist in the development of restaurant and banquet menus and recipes
- Monitor material consumption and orders required food and equipment on a daily basis to satisfy the daily production plan
- Manage food and beverage cost utilization of vendor sourcing and analyzation, PMIX analysis and quality assurance
- Supervise the Food Department Safety program to ensure compliance
- Execute and supervise food production and food safety
- Limit access to kitchen by non-department employees
- Participate in all month end responsibilities including inventory
- Execute and supervise daily and weekly cleaning checklist
- Assist in training, supervision, and the development of kitchen staff

Safety Responsibilities

- Prior to employees commencing their job duties, provide department/position specific safety orientation and safety training for any employees who are new to your department, or are assuming new duties. Provide ongoing safety training as needed or required. For example:
 - If responsible for Kitchen or Food & Beverage staff, ensure that any hotel employees that will use a knife to prepare food (servers, bartenders, etc.) are properly trained in safe knife use
 - If responsible for hotel van drivers, ensure they have complete the proper safe van driving training.
 - If responsible for Maintenance or Housekeeping staff, ensure they are familiar with OSHA workplace safety standards as they pertain to the hotel, safe lifting, use of ladders, use of chemicals
- Promote the company Safety Policies and Procedures; participate in Safety Committee meetings; take appropriate action to remedy safety concerns

Manager Responsibilities & Expectations:

- Support the hotel in achieving high performance levels in service and profitability.
- Hold self and others accountable for achieving results
- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Respond to guest/employee concerns or complaints in a timely and courteous manner; (ability to effectively problem solve)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback
- Ensure that payroll standards are being met
- Review daily Time & Attendance punches in payroll and maintain Attendance Spreadsheet (log), accurately reflecting reasons for occurrences
- Keep timely & accurate documentation via performance log, attendance record, and corrective action form. (**Must partner with GM/HR on all terminations**)
- Train team how to punch in, out and transfer departments (holds employees accountable)
- Schedule staffing and assignment of daily duties to meet hotel needs while effectively controlling payroll
- Verify compliance with PTO and Holiday pay policy
- Interview, select, train, and orient employees per OHM's process and procedures
- Managers set and adjust the rates of pay and status for direct reports (i.e. Full Time, Part Time, etc.)

- Review and maintain timely and accurate “status” of employees for benefit plans, i.e. Full Time, Part Time and Terminations
- Aggressively manage workers’ compensation claims (partners with GM/HR as needed)
- Provide ongoing, timely, performance feedback
- Use meetings, memos or bulletins to keep staff informed of hotel events, policies, etc.
- Attend and participate in Department Manager meetings to foster open lines of communication
- Participate in the annual budgeting process and effectively manage department expenses in line with the budget
- Assume managerial responsibilities for the hotel in the absence of the GM (familiar with emergency procedures)
- Orient new employees per OHM’s process & procedures

Skills Required

Core Skills:

- ✓ **Leadership** – ability to effectively motivate, mentor, coach & counsel others to perform well (including appropriate documentation)
- ✓ **Customer Service** – deliver hospitable service that is attentive, friendly, efficient and courteous; demonstrate patience, tact and diplomacy
- ✓ **People Skills** – ability to collaborate, create rapport, and work effectively with others; earn and maintain trust and respect
- ✓ **Communication Skills** – ability to effectively listen & communicate professionally, both verbally and in writing
- ✓ **Problem-Solving & Analytical Skills** – ability to identify the issue, collect and analyze information to understand the problem and effectively resolve. Identify, recommend, and implement best practices
- ✓ **Judgment & Discretion** – appropriately handle confidential and sensitive information
- ✓ **Organizational & Time Management Skills** – ability to appropriately schedule time to meet job demands, multi-task, prioritize, follow through, and work efficiently with limited supervision
- ✓ **Aptitude & Adaptability** – ability to learn quickly and adapt to changing priorities and business needs
- ✓ **Composure** – ability to maintain composure and work under pressure, managing stress to meet business demands (Calmly handle all customer and employee interactions & issues)
- ✓ **Attention to Detail** – ability to follow instructions and achieve thoroughness and accuracy when accomplishing tasks
- ✓ **Computer skills/ Technical Aptitude** – proficiency in computer technology, i.e. e-mail, MS Word, Excel, & other hotel related systems. Utilize technology to enhance organizational efficiency
- ✓ **Training** – ability to share knowledge and act as a resource in teaching others to perform tasks efficiently and safely

Technical Skills:

- ✓ Must have strong Culinary/cooking skills - skilled in different styles of cooking
- ✓ Food cost analysis, i.e., knowledge of food ordering, inventories, labor control
- ✓ Thorough knowledge and understanding of kitchen equipment use and operation
- ✓ Knife skills, grill, broiler, sauté and Expediter skills; garde manger experience
- ✓ Financial understanding in food costs and minimizing waste in the kitchen

Experience / Education:

Minimum 2 years’ of high volume kitchen management; catering/banquet experience, management or previous supervisory experience in food and beverage operations preferred; Culinary degree desirable or equivalent combination of education and work; previous experience with employee coaching and counselling as well as documentation; experience with documenting and enforcing food safety procedures and workplace safety procedures, as well as purchasing, receiving and inventory control. Serve Safe Certification and Allergy Awareness Training strongly preferred

Performance Measurement:

90 Day probationary review, on-going feedback from supervisor, attendance, productivity, feedback from others, employee turnover, accidents/ incidents (Work Safety History).

Physical Demands:

Work is performed in a hotel environment; this position is physically demanding as it requires extended periods of walking, standing, bending, and lifting up to 50 pounds. Moderate levels of computer keying using both hands, and viewing material on a computer screen. Requires flexible working hours including nights and weekends; Extended workdays may be required to accomplish tasks and meet workload demands during peak periods. Reasonable accommodations may be made to eligible employees to perform the essential functions.

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date