

**TITLE**Sous Chef

REPORTING TO

Restaurant Chef

DIRECT REPORTS

Kitchen Team, Stewards

INDIRECT REPORTS

Service Team, Purchasing Team

JOB PURPOSE

- To handle the Kitchen and stewarding operation with all its aspects and responsibilities
- To implement and provide constant quality food items, which fall within the concept guidelines
- To provide all the guests an exceptional experience within the outlet and reflect respect and responsibility in all your job duties
- To manage and motivate the staff to excel in their work-environment

KEY JOB RESPONSIBILITIES

- Provide the guests a friendly, unobtrusive, professional and qualified service based on Ovio Standards
- Ensure the correct preparation and presentation of a consistent level for all food items prepared
- Be involved in planning and developing menus for the restaurant concepts considering factors such as product availability, service cost, marketing conditions, number to be served, etc. Establish and maintain appropriate food portions with respect to the pricing policy
- Supervise all methods of food preparation and cooking methods, size of portions, garnishing and presentation of food.
- Coordinate and supervise the ordering of all food supplies and kitchen operating equipment; approve all products to meet quality standards; keep cost accounts; and take responsibility of food preparation areas
- Ensure food deliveries are in line with Purchase orders, pricing, quality levels, quantities and brands
- Ensure that sanitation standards as set forth by Ovio are in compliance as well as the cleanliness and neatness of the kitchen
- Supervise the maintenance and cleanliness of all food preparation equipment
- Set up control systems, which will assure quality and portion consistency
- Communicate with the purchasing department to ensure a top quality and fair price
- Handle all guest complaints and take charge of obtaining maximum results in the utilization and appearance of the food and beverage areas, the quality levels, performance and standards of service and develops new techniques of service towards maximum guest satisfaction at minimum operating costs



- Manage and motivate workforce by hiring, training, supervision, scheduling, meetings, development, counseling, performance evaluation, goal settings, team work, communication
- Ensure constant training is provide on all F&B related subjects, kitchen standards and company policies
- Ensure opening and closing duties completed with sufficient mise-en-place is on hand, set-up and break-down is completed and the BOH area and it's work areas are clean and tidy
- Control standards, performance, employees' conduct, dress code, appearance, sanitation, etc., according to established policies
- Work in co-operation with the Restaurant Manager and the Assistants to ensure top quality and fair prices, and to see that below standard items are never accepted or served
- Provide the top management with constant feedback from guests and employee's and provide suggestions for improvements
- Communicate (verbally or in writing) in a polite, respectful and efficient mode to all concerned parties
- Support to manage and control overall revenues and expenses of the outlet focusing on a higher profit margin without jeopardizing standards and quality levels, which includes wastage, inventories, par levels, requisitions, maintenance, pricing structures, POS postings, analyses, promotions
- Understanding of financial procedures, which include forecast, budget, cost related issues, profit maximization and P&L statements
- Maintain the BOH area to its standard and coordinate with supporting department constant upkeep
- Follow proper payroll and uniform procedures, as well as the rules and policies of the company
- Handle property, equipment, uniform and food & beverage products with care and take ownership, this includes the retrieving, stocking, cleaning and service of all these items
- Respond properly to emergency or safety situations
- Support your team and counter-parts in any way possible, accordingly to the business needs
- Perform other tasks or projects as assigned by management staff

ESSENTIAL SKILLS

FUNCTIONAL LEVEL

- Full understanding of food item preparation and implementation
- Place in action the entire set-up of a kitchen operation including stewarding
- Perfect F&B knowledge and operational requirements
- Knowledgeable of service standards
- Hands-on manager, leading by example



- Financially savvy and able to create and provide reports
- Able to stand, walk, carry, lift and physical help others throughout the shift



INTERPERSONAL LEVEL

- Motivates and leads the team
- Guest and supplier interaction reflecting warmth and generosity
- Personal hygiene and grooming

PROBLEM SOLVING

- Anticipates operational needs and inform top management immediately in case a problem arises
- Handles all revenue and cost related issues without jeopardizing standards
- Ensures safety and care for guests, co-workers, F&B and equipment
- Abides to Health regulations
- Reports any internal conflict to the top management

LANGUAGE SKILLS

- Fluent in Arabic
- Good in English verbally as well as written

EDUCATIONAL BACKGROUND

- Culinary Degree

PROFESSIONAL EXPERIENCE

- Minimum 2 years Sous Chef experience in hotels and restaurants

I have read and understand that I am responsible for executing the responsibilities of this job description.

Employee Signature

Date

Human Resource

Signature

Date
