



JOB DESCRIPTION SOUS CHEF

Department: KITCHEN

Reports to: HEAD CHEF

Purpose of Position:

The Sous Chef is second-in-command in the kitchen and is responsible for assisting the Head Chef in the efficient and profitable running of the kitchen department, producing food within required **deadlines and to the Company's standards and to our customers' satisfaction.**

The ultimate goal of all employees is to deliver excellent customer service, creating a unique experience for the customer which makes them want to return; to achieve this you will need to help leading the kitchen team to consistently deliver an excellent product.

Core Non-Negotiable Skills and Experience:

- Excellent cooking skills and a good understanding of produce and ingredients. Proven organisational skills; a proficiency in organising and managing different tasks to required deadlines
- Experience working as a Senior Chef within a high volume operation, preferably as a Sous Chef
- Proven ability to deliver food to required standards within food and wage budgets
- Excellent team player and a desire to develop leadership skills, working with the Head Chef to inspire and motivate the kitchen team of employees
- Fluent verbal and written communication and excellent interpersonal skills, remaining and maintaining calm during service
- Expertise and patience to deal with any issues that arise – an analytical and creative approach to correcting the existing problem and avoiding future conflict

Our Managers:

- Have a genuine desire to provide the best customer experience, exceeding customer expectations and constantly reviewing and evolving their own performance and that of their teams.
- Maintain the highest personal standards of integrity, conduct and performance; they are adaptable, energetic, dependable and have a strong work ethic
- Have impeccable presentation.
- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way.
- Bring a positive attitude to work, ensuring co-operation between employees in all departments to make Bounce is the best it can be.



Key Duties and Responsibilities:

- Monitor and maintain consistent food standards and quality throughout all stages of production and supply
- Accountability in the absence of the Head Chef for the day to day running of the kitchen service
- Ensure quality control measures and hygiene standards are achieved at all times
- Maintain all kitchen equipment through due care and diligence; notify the Head Chef/Executive Chef regarding call outs for all repairs; follow-up diligently, particularly with any issue which might impact on health and safety obligations.
- Take responsibility for the set-up and effective operation of the kitchen in the absence of the Head Chef, ensuring that opening, closing and all cleaning procedures are adhered to, in line with company policy and taking account of the health and safety of people and property.
- Assist the Head Chef in the control of aspects of finance including gross food margin, stock control, wages and controllable expenditure
- Ensure accurate rota planning; taking the necessary daily action to reduce or increase hours, in line with sales.
- Assist in the management of stock-management processes; including correct purchasing procedures using company nominated suppliers, timely stock takes, wastage reports; ensure the consistent quality, rotation and levels of stock
- Be aware of your responsibilities and adhere to legislation in respect of Health and Safety and COSHH; ensure that all team members are aware of their responsibilities.
- Ensure that HACCP procedures are followed according to the **company's** Food Safety Management document.
- Assist the Head Chef with establishing, maintaining and monitoring the highest standards of food and general hygiene and Health & Safety in accordance with all statutory, legal and company requirements; promptly follow-up any issue raised.
- Support the Head Chef in leading the kitchen team; inspire and motivate them to realise their maximum potential and ensure everyone is fully committed to the growth and profitability of the business.
- Communicate effectively with the kitchen team through regular briefings in the absence of the Head Chef.
- Maintain the highest standards of presentation, dress and behaviour throughout the kitchen team.
- Effectively and calmly receive guest feedback.
- Observe **Company's** rules and procedures and carry out any reasonable request made by their Manager.
- Attend and assist the Head Chef/Executive Chef with training sessions and team meetings as required.



The Company reserves the right in its absolute discretion to add to your duties, or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.