

Job Description:
Chef Manager

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| Function: | Government & Agencies |
| Position:  | Chef Manager 40 Hours Per Week |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Multi-Site Manager |
| Additional reporting line to: |  |
| Position location: |  (TFL Contract) |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To understand and be fully committed to the aims of the company, Client & Unit Business Plan
* To perform consistently, adopt a positive outlook & with enthusiasm towards the business’s goals
* To work as an integral part of the management team to improve the business and to offer suggestions for improvement in all aspects of the operation with particular focus on specific areas of responsibility
* To maximise customer satisfaction through the exceptional customer service
* To maximise sales opportunities
* To be an ambassador for Sodexo & the Catering Operation
* Carry out any reasonable tasks as directed by management
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue  |  |  |  | Growth type: | Cash Sales/ staff and customer engagement  | Outsourcing rate: | n/a |  |  |
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| Net income growth: 5-10% |  | Outsourcing growth rate: | n/a |   |  |
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| Characteristics  | * Add point
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Multi-Site Manager Chef ManagerFrontline Staff |

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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensure weekly and monthly trading returns (via e-prophit) and UDC are completed accurately and transmitted at the appointed times
* Maintain and Control of all costs such as labour and expenses
* To maintain/oversee high standards of Food production and food quality
* Comply with all company and client polices and statutory regulations relating to health & safety
* Control of raw materials and portion control are to the company standards and that food is served at the correct temperature
* Walk the floor during service periods to ensure that excellent levels of service are being delivered to customer in all areas
* To ensure daily pre-service briefs at 11.30am every day, highlighting high margin offers, staff counter allocation
* To achieve and understand unit margins and targets as set per budget
* Assist at service times by serving the customers
* Ensure service availability of all service offers are to company minimum standards
* Communicate well and demonstrate a pleasant, polite, efficient and caring, friendly service to customers and clients in all areas of service
* Work as a team to promote good working relationships within the Sodexo team
* Complete cashing up after service for all tills as per company standards
* Ensure all money on site is kept to a minimum and retained within a safe
* Ensure that all Sodexo employees project a positive, approachable, friendly and professional image
* To input pay it details via EProphit and maintain HR records
* To Ensure all aspects of Health & Safety are in place and consistently maintained as per Sodexo policies
* To ensure daily ROL is in place and recorded fully
* To ensure temperatures / cleaning schedules and recorded daily
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| 5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To prepare counters & food service areas to the required standard & within the required timescales
* To maintain & improve standards of performance within all areas of responsibility
* To exceed customer expectations & deliver an unrivalled level of customer service
* To actively contribute to achievement of sales targets
* To record customer feedback & discuss with team to develop the business
* To monitor standards within areas of responsibility. To resolve issues as necessary in conjunction with management
* To place orders as per purchasing guidelines to ensure maximum discounts achieved
* To ensure a weekly stock take is in place
* To ensure that service standards are maintained as detailed in the TFL Group specification
* To ensure that the servery areas, are kept clean and tidy throughout the day
* To be aware of staff holidays and to cover accordingly
* Supervise the staff in their tasks and to organise their hours and rotas
* Uphold correct procedures of menu planning, ordering & stock controls
* Control of raw materials and portion control are to the company standards and that food is served at the correct temperature
* Receive and checking goods against invoice against quantity and quality
* To ensure training and development of team is in place, identify training needs and action as necessary
* To report immediately any unfit food or other irregularities and any damage to equipment
* To report and cease to use any faulty equipment
* To provide high personal standards of performance, hygiene, cleanliness and appearance at all times
* Weekly and monthly financial reporting completed and presented as directed
* To assist with the implementation of a unit event planner within the required timescales
* To ensure adequate POS and marketing materials are available for all promotions
* To seek innovative & effective ways of promotion & display of all initiatives
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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * To offer daily support to all aspects of the operation as required
* To attend & contribute to team briefings on a minimal monthly basis as per standard & use information to drive initiatives forward
* To attend any training (on or off job) or communication meetings as deemed necessary by management
* To assist with any initiatives within the Site as required
* To recruit, manage, induct, train, motivate and appraise staff to promote good employee relationships.
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| 7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 8. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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| 9. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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