



Job Description

Job Title: Chef de Partie

Set in the heart of Loughborough University's world-leading sports facilities, this inspiring high-performance environment offers aspirational space for athletes, businesses and fitness enthusiasts to be the best they can be.

The focused is on serving nutritious meals for breakfast, lunch and dinner. Due to the affluent location of the café and restaurant, our customers expect a high standard of food and customer service interaction from the chef.

Duties and Responsibilities

Customer Service

- 1 To ensure any guest issues are addressed immediately and resolved in a manner which exceeds the customers' expectations
- 2 To ensure that the quality of service and performance is maintained to the highest standard.
- 3 The delivery of an exceptional hotel experience every time to customers throughout all catering areas.
- 4 To maintain a close and effective communication link with the customers

Standards (quality) – practices and procedures

- 5 To ensure that all company standards and procedures are followed
- 6 To ensure all cleaning equipment is maintained to the highest standard of efficiency and safety
- 7 To be aware of all relevant emergency and evacuation procedures
- 8 To monitor stock level standards, cost and efficiency of service

- 9 All duties must be carried out in accordance with relevant Health and Safety / Food Safety legislation and Imago's policies and procedures

Team management

- 10 To ensure that all staff are following correct company standards and procedures
- 11 Ensure all kitchen staff are aware of hazardous products as per COSHH guidelines
- 12 To ensure all staff are aware of all relevant emergency and evacuation procedures
- 13 To maintain good communication, conduct, discipline and motivation within the department

Training & Development

- 14 To ensure all Health & Safety training is carried out and adhered to
- 15 To attend all staff training workshop and put into practice all new skills learnt

Finance – sales and costs

- 16 To ensure goods are purchased following company guidelines and represent best value
- 17 To be responsible for ordering and checking of all stock ordered
- 18 Stock Taking in accordance to Finance procedures

Communication

- 19 To liaise closely with other departments ensuring guests needs are met
- 20 To liaise with the manager and other members of staff, with regards to the days business needs
- 21 To relay customer feedback, positive or negative to the manager and sales team

Environment

- 22 To adhere to Imago environmental policy

Health and Safety

- 23 To undertake precautions to ensure the safety of others as well as oneself. Also ensure implementation of cleaning and housekeeping schedules ensuring that adequate standards of cleanliness and hygiene are maintained throughout the operation complying to statutory regulations, i.e. food hygiene, HACCP, COSHH and health and safety.
- 24 To ensure that equipment is maintained and correctly to prolong its working life and efficiency

Corporate and Social Responsibility

- 25 All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to Imago's Health, Safety and Environmental Policies and Procedures.

Other Related Activities and Functions

- To undertake such other duties as may be reasonably requested with the nature and level of the business requirements.
- All duties must be carried out in a manner that supports Imago's commitment to equality and diversity.
- The post holder may be required to work outside of normal contracted hours if necessitated by the exigencies of the business.
- The purpose of the job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

PERSON SPECIFICATION

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	Essential	Desirable
Experience and Training	<p>Previous experience of working in a busy and under pressure kitchen</p> <p>Previous experience of working in a customer focused environment</p> <p>Basic food hygiene</p> <p>Basic hotel knowledge</p> <p>Basic knowledge of stock ordering</p>	<p>Experience for a minimum of three years in a similar standard kitchen</p> <p>Nutritional qualification</p> <p>Intermediate Food Hygiene</p>
Skills and Abilities	<p>To be able to work accurately to tight deadlines</p> <p>Discretion and confidentiality</p> <p>Ability to work on own initiative and make appropriate decisions</p> <p>Self-motivated</p>	
Education/Qualifications	<p>GCSE or equivalent English and Mathematics – C Grade and above</p> <p>NVQ Level 2 in food preparation and cooking</p> <p>Computer literate – keyboard skills and familiar with Microsoft office software and email</p>	<p>NVQ Level 3</p>
Equality and Diversity	<p>Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace</p>	
Other	<p>Well presented, pleasant manner</p> <p>Flexible, able to work shifts</p> <p>Effective team player</p>	<p>Experience in a similar role</p>