

## Senior Sous Chef

### Job Description

#### **Overview of the Role**

The Senior Sous Chef is responsible, as second in command to the Head Chef, for food in their venue, in every aspect, including quality, stock control, food safety and product consistency. The Senior Sous Chef is expected to ensure success in the provision of guest hospitality, specifically in food execution; business financial well-being; staff welfare and development.

#### **Reporting Lines**

Direct - Head Chef, General Manager

Strategic - Operations Manager, Head of Food and Beverage

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#### **Specifics of the role**

- > Hospitality
    - > Guest service
    - > Open table Management
  - > People
    - > Team welfare
    - > Training and Development
    - > HR
    - > Health and Safety
  - > Financials
    - > Labour cost
    - > Stock control
    - > Revenue driving
    - > P&L Management
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#### **HOSPITALITY**

##### **Guest Service**

- > Ensure adherence to specs and service standards by full team
- > Enhance and maintain culture and practice of regular guest care
- > Ensure guest complaints are followed up in an appropriate and timely manner
- > Lead by example in service in regards to ethos of 'above and beyond' hospitality e.g. bespoke dishes to guests' requests where possible
- > Drive spend per head without compromise of guest experience, through facilitating high food sales with specials and efficient food execution

##### **Open Table Management**

- > Utilises cover and guest reports to ensure kitchen is set for expected service
- > Utilises reservation and guest note functionality to heighten guest experience and drive regular guest best practice



## PEOPLE

### Team Welfare

- Conduct appraisals at relevant point in the year, supplemented by frequently occurring, less formal reviews such as one-to-ones and 'Coffee Chats' with team members
- Ensure rotas and holidays are managed effectively to best serve team
- Enhance EPIC values and culture through reward and recognition practices
- Ensure effective communication practices are in place for efficient communication of business information

### Training and Development

- Commits to comprehensive training for new starters to ensure efficient induction
- Support Training Champion in coordination of training for: EPIC Generation; EPIC Masters and in-house training, helping to drive training focuses as dictated by service and business needs
- Supports the completion of formalised training plans in place for key team members and/or Sous Chefs who are being developed for progression opportunities
- Attend EPIC Masters sessions to 100% completion of modular content
- Ensure briefs have Back of House attendance and are used as daily mini-training sessions
- Encourages a pipeline of internal talent that is engaged and mentored to progress within site and/or ETM Group

### HR

- Ensures accurate on-boarding of new site starters in efficient and timely manner
- Ensures Keesing is completed in advance of new site starters' first shift
- Manage disciplinary and grievance procedures in an efficient and timely manner in accordance with company policy
- Ensures effective team succession planning is in place in order that peak/low periods are staffed appropriately and training lead-time is adequately accounted for
- Operates best practice processes in recruiting according to EPIC criteria, to optimise candidate experience and minimise turnover due to poor recruiting

### Health and Safety

- Always practices all HACCP procedures and commits strict adherence to company food safety guidelines
- Ensures a safe working environment through adherence to company policy and maintenance of building and equipment in collaboration with approved contractors
- Ensures timely follow up on recommendations from EHO or Surefoot
- Ensures strict adherence to allergens policy and procedure
- Ensures accurate and timely follow up on any accidents or incidents occurring on site

## FINANCIALS

### Labour Cost

- Drives effective 'Time and Attendance' process by team members to maintain accurate labour logs
- Uses Fourth Labour Productivity system to rota accurate staffing levels according to forecast





- Is reactive to sales fluctuations during the week without compromising guest service, labour % or sales opportunities

#### **Stock Control**

- Deliver site GP through effective stock management practices and through accurate stock reconciliation
- Has efficient systems in place to ensure specs are consistently followed and thus dishes are reflective of recipes to drive accurate theoretical vs actual margins

#### **Revenue Driving**

- Drives cover increase through efficient food service that results in excellent table turn-time without compromising spend per head
- Attends frequent update meetings with Sales and Events teams to ensure successful collaboration with Events for Events Sales driving
- Works with management and marketing to support relevant revenue driving dates such as specific sports days and/or local events with appropriate food offerings

#### **P&L Management**

- Effective monitoring of departmental lines of P&L, such as chemical orders, kitchen maintenance, kitchen equipment (whether through direct responsibility or delegation) to ensure budgets are not overspent
- Drives delivery of EBITDA through revenue driving and / or controllable costs

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### **EPIC SUCCESS MEASURES**

#### **EXCELLENCE**

- Delivers excellence in all standards and KPIs

#### **PASSION**

- Inspires and drives passion to wider team through own passion and expertise

#### **INTEGRITY**

- All business and people decisions are driven by ethos of fairness, respect and honesty

#### **CHALLENGE AND INNOVATE**

- Consistently drives change to areas of the business that can be improved for the benefit of guest, team and revenue

