



Assistant Head Chef Job Description

At Zizzi we don't do good times, only Great Times. That's our secret sauce. We are in the business of creating magic and memories for our customers, beyond just their meal, and as a restaurant team, our job is do just that. Your role as Assistant Head Chef, producing great quality food and deputising for the Head Chef, is an absolutely crucial part of doing this, by -

People

- Being in charge when the Head Chef is away, leading and managing the kitchen and BOH team.
- Monitoring team performance and standards during the shift, spotting both talent and performance issues, reporting back to the Head Chef to support with coaching and development.
- Always working as part of a complete restaurant team, BOH and FOH together, and encouraging everyone else to do the same.
- Being able to spot when a team member needs help, and jumping in to give support whenever they need you.

Service

- Leading by example and delivering great service to our customers, and the rest of your team mates - both the BOH and FOH teams.
- Taking absolute pride in your food presentation to our customers, and supporting your team to do the same.
- Working with the GM to help swiftly resolve any customer complaints which relate to BOH, and making sure they don't happen again.

Food

- Being passionate about our food, knowing the menu and specs inside out, being an expert on allergens, and sharing this passion with your team across the kitchen.
- Having a great level of product knowledge, and ability to work across all sections within the kitchen.
- Making sure that all food leaving the kitchen matches our specs, ensuring the customer receives an exceptional standard of food.
- Being able to plan for the shift, making sure the right level of food is prepared, and delegating duties to the team.

Restaurant

- When the Head Chef is away, stepping in and supporting with the running of the kitchen to ensure maximum profitability through margin and stock control
- Knowing the kitchen inside out, ensuring that everything is clean and organised and that you take pride in maintaining it to company standards and keeping it looking fabulous.
- Dealing with any problems which might arise straight away, such as the condition of equipment, utensil or food availability, and working with the Head Chef or GM to get it fixed.
- Being an expert on Zizzi policies and procedures for Quality and Safety, Health and Safety and Food Safety, and using the given tools to monitor, record and manage all requirements. Ensure the safety and wellbeing of your team and customers is maintained above expectation. If something is wrong, raising it and working with the Head Chef or GM to fix it quickly.

Zizzi

And you do all that with Zizziness - our attitude and how we do things

- **You're magic.** You can take a good time to a Great Time, whatever the occasion. You're the person other people want to hang out with.
- **You care.** You're friendly and you get people. You can easily step into other people's shoes and you adapt to put them at ease.
- **You're real.** You're honest, trustworthy, and show respect to everyone. You treat others as you'd want to be treated. You're informal but never casual.
- **You're clear.** You keep things simple. You speak clearly and confidently. You understand and are understood.
- **You want to be the best.** You're ambitious and want to grow and learn. You know that delivering Great Times helps everyone to succeed.
- **You're one of us & We are Zizzi.** We are a family. It's never me, always we.