



Job Title: Sous Chef

Division: Resort Services

Department: Food and Beverage - Culinary

Responsible To: Executive Chef

Role Summary

Reporting to the Executive Chef, this position is responsible for tasks that focus on leading the day to day activities in the kitchen. This position will be responsible for supporting the Executive Chef in all areas of the kitchen including leading associates in their duties, food production, waste control and ensuring guest and associate satisfaction is achieved while maintaining operating standards.

Responsibilities

- Oversee daily department operation, including shift briefings and daily assignments
- Understand guest expectations related to food quality and presentation and ensure culinary associates strive to exceed expectations and help build guest loyalty
- Train and coach a successful and enthusiastic culinary team and ensure associates are cross-trained to support successful daily operations
- Oversee the kitchen in the absence of the Executive Chef
- Support a departmental orientation program for associates to receive the appropriate new hire training to successfully perform their job
- Motivate associates by assisting with recognition, performance reviews and performance management
- Assist with ensuring payroll processes are carried out in an accurate and timely manner
- Complete scheduled inventories, stock and requisition necessary supplies, supporting procedures for portion and waste controls
- Together with the Executive Chef, assist with purchasing appropriate supplies and manage inventories per budget
- Ensure compliance with all local, provincial and federal health regulations, and train associates on the proper handling and temperatures of all food products
- Develop and maintain cleaning schedule to ensure work areas are clean and sanitary
- Report malfunctions with department equipment
- Conduct training on food knowledge and menu items including ingredients, preparation methods and unique tastes
- Interact with guests to obtain feedback on product quality and service levels
- Effectively address guest concerns
- Attend event meetings to understand group needs and participate in weekly operations meeting to anticipate service and labour requirements in absence of the Executive Chef
- Serve as an individual contributor and department role model by performing technical or functional job duties
- Work with the leadership team to ensure that associates are trained and clearly understand their job roles, responsibilities, and performance expectations
- Provide constructive feedback to associates to help them develop their skills
- Collaborate with Executive Chef to develop and implement ideas and procedures to



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continuously improve department performance

- Ensure that department goals are communicated, understood and met by associates
- Coach and counsel associates on work related concerns to ensure satisfaction and productivity
- Issue and distribute uniforms and ensure associates are following grooming standards
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- Red Seal Certificate
- Culinary Management Diploma an asset
- Food Handlers Certification
- First Aid Certified an asset
- Minimum of 5 years' culinary leadership experience with strong knowledge of kitchen operations
- Passion for culinary and comprehensive knowledge of fine food, wine and service
- Previous resort experience an asset
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with food and beverage software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion
- Can mentor and inspire staff through leading, demonstrating and coaching
- Must be a strong leader, while treating the associates with proper respect



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Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing up to 50 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

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