

THE ROYAL CASTLE HOTEL

JOB DESCRIPTION

Job Title:	Chef de Partie/Demi Chef
Reports to:	Head Chef
Main Responsibilities:	Consistently deliver the highest standards of product and service with a passionate approach to exceeding our customer's expectations. Promote a professional and positive image to all our staff and guests and contribute to the hotel's targets 5 shifts per week with two days off 45-50hrs a week
Key Performance Areas:	Maintain Work Environment Customer Service Prepare, Maintain and Clean Areas for Food Preparation Prepare and Cook Dishes Receive, Handle and Store Food Deliveries Effective Working Relationships Personal Development

Maintain Work Environment

The function of the Chef de Partie/Demi Chef in this area is being performed competently when:

- A safe and secure environment for customers, staff and visitors is maintained
- In the event of a Fire Alarm activations the statutory procedures are adhered to.
- The highest standards of personal health and hygiene are maintained at all times.
- All equipment is operated in line with the trained instructions.
- Equipment is maintained in a clean working condition.
- Personal organisation and that of the work area is maintained to assist work flow.
- Hygiene is maintained and promoted in food preparations in accordance with Company Policy and Statutory requirements.

Customer Service

The function of the Chef de Partie/Demi Chef in this area is being performed competently when:

- Products and services are explained to the customer at all appropriate times.
- Information on customer problems is gathered in order to propose and deliver solutions.
- Prompt responses are given to the service needs of the customer.
- Service reliability is improved through obtaining customer feedback and working with colleagues.
- Colleagues are consulted to solve immediate customer problems and to improve future service reliability.
- A positive personal image is presented to the customer at all times.
- The needs of the customer are kept in balance with those of the organisation.
- Feelings expressed by the customer directly or via feedback are responded to appropriately.
- Methods of communication are adapted to meet the needs of the customers.
- All visitors are received and offered assistance in an appropriate manner
- Service is maintained when systems go wrong.

Prepare, Maintain and Clean Areas for Food Preparation

The function of the Chef de Partie/Demi Chef in this area is being performed competently when:

- Food preparation areas are cleaned prior to use, maintained in a hygiene condition during service and cleaned down afterwards.
- Food preparation equipment and utensils are cleaned and stored in accordance with Hotel Standards.
- Assistance is given in the maintenance of food display areas.
- Cleaning equipment and materials are handled and stored in line with trained COSHH instructions.
- Waste is promptly removed from the food preparation area and disposed of appropriately.

Prepare and Cook Dishes

The function of the Chef de Partie/Demi Chef in this area is being performed competently when:

- Knives are handled and stored in a safe manner according to trained instructions.
- Food preparation is carried out in a hygiene manner with attention paid to the Critical Control Points of Food Safety.
- Raw and High Risk foods are prepared separately.
- Food items are maintained at a safe temperature through the cooking process in line with current food hygiene legislation.
- All ingredients are checked for the correct type and quality required.
- All dishes within area of responsibility are prepared, cooked and presented to the correct Menu Specification with regard to quality and quantity. Problems with food quality are identified and dealt with or reported promptly to the appropriate person.
- All food not for immediate consumption is stored in the correct manner at a safe temperature according to current food hygiene legislation.
- Random temperature checks are made on hot and cold food displayed for service.

Receive, Handle and Store Food Deliveries

The function of the Chef de Partie/Demi Chef in this area is being performed competently when:

- Receiving and Storage areas are kept clean and tidy.
- Food items are checked for quality, expiry date and temperature.
- Random temperature checks are made of chilled and frozen goods delivered.
- All food items are handled with care to avoid damage.
- Delivery packaging is removed and disposed of appropriately.
- Storage areas are kept secure from unauthorised access.
- All food items are stored under the correct conditions according to food type.
- Stock rotation and date coding procedures are followed.
- Storage areas are maintained with regards to temperature, ventilation and cleanliness.
- Temperature checks are made twice daily on fridges and freezers and results recorded.
- Problems identified with storage areas are reported promptly to the appropriate person.

Effective Working Relationship

The function of the Chef de Partie/ Demi Chef in this area is being performed competently when:

- Effective working relationships are created and maintained with colleagues and managers.
- New colleagues are assisted in becoming familiar with the workplace.

- Colleagues are supported in the performance of their work.
- Telephone calls are answered promptly and clearly in a polite and helpful manner.
- The needs of the caller are correctly identified and dealt with accordingly.

Personal Development

The function of the Chef de Partie/ Demi Chef in this area is being performed competently when:

- Self-development needs are identified and agreed within a Personal Development Plan arising from a 6 monthly appraisal.
- Personal Development Plans are reviewed through regular Job Chats and future appraisals.
- Commitment is displayed to training through attendance as required.

This Job Description is not exhaustive and from time to time the Hotel Senior Management may request you to work in spheres outside your normal duties. You will be expected to carryout any reasonable request by the Hotel Senior Management.

I can confirm that I have read and agreed this Job Description

Signed:

Print Name:

Date:

Signed:

Print Name:

Date: