

## MS. FRANKIE POSITION DESCRIPTION

Vision:	To deliver an exceptional dining experience through simple, honest, and traditional food that brings people together - gives a taste of our family traditions.
Core Values:	Customer service; Attention to detail; Family heritage and traditions; Honesty & simplicity.
Position Title:	Sous Chef, Carlton
Reports to:	Executive Chef
Reports:	In the absence of the Executive Chef, on any shift, the Sous Chef assumes responsibility for the Kitchen Operations.
Key objectives	Responsibilities
Kitchen Operations	<p>Working directly and in conjunction, with the Executive Chef, your responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>o Ensuring others, including yourself always maintain a clean work area.</li> <li>o Assist Executive Chef in all food preparation for Carlton, Cremorne and other areas as directed.</li> <li>o Ensure all recipes and menu dishes are created to the highest standards under the leadership of the Executive Chef.</li> <li>o Promote, communicate, and demonstrate Ms. Frankie's vision and values.</li> <li>o Work with &amp; assist Executive Chef with all kitchen operations as required.</li> <li>o Adhere to all industry safety regulations and work practices.</li> <li>o Safe food handling always.</li> <li>o Daily check of all prepared food products are not out date and compliance to Australian Food Safety Standards.</li> <li>o Ensure temperature checks are completed and recorded on raw products when receipt of delivery.</li> <li>o Confirming supplier invoices are accurate to deliveries in the absence of the Executive Chef in the kitchen when these arrive.</li> <li>o Ensure all Food Safety Paperwork is up to date.</li> <li>o Oversee and responsible for rosters in conjunction with Executive Chef and budgeted parameters.</li> </ul>
Core competencies	Definition
Teamwork	<ul style="list-style-type: none"> <li>o Actively seeks to promote a collaborative working environment by developing positive relationships with colleagues and making self-accessible and approachable to team members</li> <li>o Encourages others to work in a team</li> <li>o Demonstrates commitment and leads by example</li> </ul>
Leadership & Initiative	<ul style="list-style-type: none"> <li>o To encourage the development of your colleagues</li> <li>o To identify shortfalls in current processes and generate ideas for improvement</li> <li>o Commitment to continuous improvement</li> </ul>
Communication	<ul style="list-style-type: none"> <li>o Confident and articulate communication style</li> </ul>
Client Care	<ul style="list-style-type: none"> <li>o Consistently delivers a high standard of customer service, going above and beyond to meet and exceed the needs of every diner</li> <li>o Returns calls / emails promptly</li> <li>o Follow up emails and phone calls regarding</li> </ul>
Experience	
Technical Skills / Qualifications:	<ul style="list-style-type: none"> <li>o Relevant certification or minimum 5 years' experience in hospitality and commercial cookery, ideally within a high-volume venue</li> <li>o Extensive food knowledge</li> <li>o Excellent food handling knowledge</li> <li>o Food Handlers Certificate</li> </ul>
Attributes: (soft skills / personal characteristics)	<ul style="list-style-type: none"> <li>o Demonstrated passion for hospitality industry</li> <li>o Outgoing, friendly demeanor with a commitment to exceptional service</li> <li>o Energetic, enthusiastic, can-do attitude will contribute to your ability to create a positive culture</li> </ul>
Workplace Health & Safety (WHS)	
All employees must:	<p>Work safely to protect themselves and others from injury and follow all WHS instructions, for example:</p> <ul style="list-style-type: none"> <li>o Wear all personal protective equipment provided</li> <li>o Follow safe work procedures</li> <li>o Not interfere with or misuse anything provided by the employer (equipment, signs, etc.) that is used to keep the workplace safe</li> <li>o Not remove or change machine guards</li> </ul>

	<ul style="list-style-type: none"><li>o Not behave in a way that puts themselves or others at risk</li><li>o Respond to a reasonable request to aid or provide first aid to an injured person at work.</li></ul> <p>Report any WHS issues, including hazards, injuries, illnesses and near misses.</p>
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