

JOB DESCRIPTION

JOB TITLE

COMMIS CHEF

REPORTS TO

SOUS CHEF

DEPARTMENT

FOOD & BEVERAGE - KITCHEN

POSITION OVERVIEW

Millbrook Resort is New Zealand's leading lifestyle resort. Our mission is to be recognised as world-class and achieve excellence in all aspects of our business.

The role is responsible for always providing outstanding service to all guests. Also, supporting all senior chefs to ensure that all aspects of Millbrook's F&B outlets and functions receive excellent service throughout daily operational hours, ensuring that guest expectation levels are met and always exceeded, resulting in future return business.

SUCCESS PROFILE

- Minimum of one and a half years' experience in a comparable environment preferable.
- Excellent communication, time management and organisation skills.
- Passion for service delivery and the hospitality industry.
- Strong commitment to teamwork with a 'hands-on' approach and "can do" attitude.
- Competent and flexible to work in all kitchen departments including pastry / bakery.
- Always maintain a pleasant and tidy image.
- Full of passion and enthusiasm for learning new skills in a fast kitchen environment.
- Friendly and able to build both team and guest rapport.

POLICIES & PROCEDURES

- Ensure compliance with licensing laws, Health and Safety at Work Act 2015 and other statutory regulations.
- Show commitment to driving environmental and sustainable practices day to day within the role.
- Confidentiality of guest information is essential at all times in line with Privacy Act 2020.
- Implement and adhere to resort policies and procedures.

KEY ACCOUNTABILITY

- Always prepare and cook staff canteen meals to a high standard and presentation.
- Assist with the organisation and preparation of all food for the kitchens and food outlets as directed to establish professional standards and presentation.
- Assist in ensuring that the kitchen is constantly cleaned and fully prepared in readiness for the day's operation and that prior to closing all food is stored appropriately.
- Assist the Head Chef with Menu Planning and Development.
- Assist the Head Chef to develop a profitable return for all food operations.
- Liaise with service staff to ensure the smooth running of the venues and that our guests expectations are met.
- Participate as a positive and valued member of the food and beverage team as and where directed, to ensure a high professional standard of hygiene, food production and personal presentation at all times.
- Always assist the Head Chef in the smooth running of the kitchens and food preparation areas.
- Work as directed to ensure that food is always produced to measured food specifications.
- Full knowledge of all menu items, daily features and promotions.
- Always ensure a high standard of safety, hygiene, grooming and professional tidiness.
- Ensure the needs of all guests and employees are given priority over all other activities always resulting in the highest standards of customer service.
- Undertake kitchen hand duties including washing dishes when required.
- Ensure all equipment is functioning correctly and turned on ready for service.
- Ensure all mise-en-place has been requisitioned.
- Check all coolers and refrigerators that have stock items, are rotated on a regular basis.
- Ensure that all soup and sauce items on the menu are in good supply and have not passed their expiry date.
- On commencement of service check that all menu items are prepared efficiently and with care.

- Check that all garnishing is correct and fresh, and the presentation is of the highest standards.
- Familiar with the menu and know the ingredients and the methods of cooking and the time it takes to prepare each item on the menu.
- Check with the Executive Chef or Head Chef for any special items that are to be prepared for the shift.
- Read all orders correctly and if a mistake has been made by either service or kitchen staff ensure that it is corrected without fuss and discuss with service staff after operations close for the day.
- If there should be a customer complaint, handle the situation professionally and replace the item, ensuring our guests leave satisfied.
- Be punctual, efficient and at all times assume a pleasing and helpful attitude towards superiors and fellow team members.
- Constantly strive to achieve excellent and friendly service. Never frequent the kitchen area on/off duty unless in proper uniform.
- Be aware of the work schedule. Must give adequate notice wherever circumstances prevent from adhering to the schedule.
- Equipment should not be used for any purpose other than which it is intended.
- Ensure you understand the house rules and not only obey them but assist in enforcing the conduct in such a manner so as to encourage fellow employees to do the same.
- Perform any duties as requested by the Executive or Head Chefs or the Food and Beverage management.
- Assist with new standards and train the kitchen team in aspects of the kitchen.
- Be familiar with the individual menu items and critical if they are not properly prepared.
- Be aware of the importance of quality food and hence make every effort to prepare the best products possible.