

Unit Head Chef, Food & Beverage Production

Reporting To:	General Manager & Corporate Chef
Functional:	F&B(P)
Scope:	Unit
Grade:	As per Unit Grades
Supervises:	The entire kitchen brigade and kitchen Stewarding department

Main internal contact	Executive Leadership of F&B (P) department including KST F&B(S) Maintenance & Engineering House Keeping for Pest control activities and Uniform
Main external contacts	Local Vendors FPHL / ITC ARC Vendors, Reporting to Corporate Chef & Head F&B (P) Operations support at CHQ

Main objective / Context

Manages all kitchen operations including Stewarding operations with an emphasis on maintaining hygienic standards and practices, staff training, and overseeing the preparation and presentation of a consistent food product, with the ultimate **goal** of ensuring that quality culinary dishes are being served on an efficient schedule to boost a restaurant's **overall** profitability at a pre-determined cost and strictly in time for service. Adopt a Problem Resolution approach to ensure flawless day to day operation while maintaining safe work habits and a safe working environment at all times.

Main responsibilities & duties

■ Daily Operation

- ▶ Responsible for food production in all the kitchens
- ▶ To assist the F&B Manager in the development of new menus and menu changes
- ▶ To recommend to the F&B Manager the price structure for various items in the menu in relation to competition
- ▶ To recommend food and beverage standards and specifications and portions in clear relation to prices and external competition

- ▶ To originate and approve the daily requisition while ordering meats, dairy products, fresh fruits and vegetables. To also set the minimum levels of inventory for perishables
- ▶ To recommend the periodic purchase of special items, orders of canned and dried fruits, dried food items both domestic and imported
- ▶ To recommend the purchase of new items and delete the purchase of existing items which do not move
- ▶ Responsible for maintaining reasonable cost control in food preparation
- ▶ To keep wastage of food to the minimum at all stages of food production
- ▶ To account for the usage, consumption, spoilage and control of all food stuff produced or stored under his supervision
- ▶ To keep abreast with the competition by conducting periodic competition and market surveys
- ▶ To ensure regular sales calling for promoting business
- ▶ To make conscious and continuous efforts to develop local suppliers to substitute imported/ expensive items

■ Team management

- ▶ To attend the General Manager's and F&B Managers' meeting and to conduct departmental meetings whenever necessary
- ▶ To maintain and enforce such systems and methods in the area of F&B production as laid down by the management and as per FPHL Standards
- ▶ To develop new products and improve on existing recipes and research new methods of food preparation
- ▶ To ensure that employees in the department conform to house rules and policies of the Hotel
- ▶ To work closely with the Banquet Manager, Assistant Managers in the F&B Service Area/ restaurants, and the Executive Kitchen Steward for the attainment of profit, quality and service standards of the department and the Hotel Team
- ▶ To initiate the performance evaluation of his subordinate staff
- ▶ Oversee Kitchen Stewarding Operation
- ▶ Oversee for food and service made available for the staff in the cafeteria

■ Safety Standards

- ▶ To formulate and ensure adherence to standard recipes.
- ▶ To ensure that the main kitchen and all the satellite kitchens are clean at all times
- ▶ To ensure that employees in the department conform to hygiene and sanitation practices
- ▶ To personally supervise the maintenance of proper cooking, thawing and storage temperatures for all raw and cooked food in his/ her department
- ▶ To be actively involved in the purchase committee for ordering kitchen supplies and equipment as per requirement
- ▶ To ensure that prescribed cleaning formulae are being used to maintain highest possible standards of cleaning
- ▶ To develop standard procedures for new tasks and changed conditions
- ▶ To co-ordinate with the receiving manager for checking of the equipment in order to ensure conformity with specified/ expected standards
- ▶ To co-ordinate pest control operations for all the kitchens

■ Maintain Food Cost

- ▶ Should always be in control on the food cost and should maintain to the desired levels without effecting the QMS Scores

■ Maintain QMS Sores

- ▶ The overall performance of the chef would be ascertained by the QMS Scores and should not be below 94%

■ **Submission Of Monthly Reports**

- ▶ Monthly reports as per the prescribed format should be submitted to CHQ by the 10th of each month duly signed by the GM of the unit

■ **FSSAI Compliances**

- ▶ Should always be under control on all FSSAI related issues and his annual performance would depend on the scores scored in TQS Audit

Technical skills

Business Skills:	Ability to convince the guests on the product he is selling and bringing in extra incremental revenue. Ability to effectively present information and respond to questions
Computer Skills	Working knowledge of various computer software programs
Communication Skills	Ability to read, analyse, and interpret general business periodicals, professional journals, technical procedures, or Governmental regulations Ability to write reports, business correspondence, and procedure manuals Ability to Effectively present information and respond to questions from groups of managers, committees, suppliers, members, and employees
Business Travel	Should be flexible enough to travel at short notices or planned travel for a considerable period of time as and when required

Education/Experience

Education	Diploma/ Bachelor in Hotel Management
Experience	8-10 years of relevant experience in same or equivalent role.

FPHL Leadership competencies

STRATEGIC MINDSET	<ul style="list-style-type: none"> • Demonstrates foresight • Demonstrates conceptual ability • Displays ability to sense emerging changes. • Spots trends and patterns and identified key issues from a mass of data/information. • Grasps information quickly; picks up nuances, subtleties. • Understand hoe his/her role impacts others in the function. • Displays a logical thought process in day to day operations. • Information from diverse sources to make effective ground level decisions. • Recognises implications of decisions and alternatives.
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CUSTOMER FOCUS

- Can see things through the “eyes of the customers.”
- Is aware of internal and external customer needs.
- Has a fair understanding of the business.
- Looks at work issues from the customers’ point of view.
- Is always pre-occupied with delivering the value proposition of the business.
- Displays an understanding of the existing infrastructure, processes and tools used to deliver quality products and services.
- Is able to discern the various elements of the company’s competitive vis a vis competition

MAKING THINGS HAPPEN

- Energetic, competitive, persuasive and results oriented.
- Has knowledge of internal and external resources.
- Come up with fresh ideas.
- Demonstrates a high degree of preparedness.
- Displays a good planning, organizing, prioritizing and monitoring skills.
- Displays cost consciousness and an overriding desire to get best value for money spent.
- Takes regular feedback and guidance to successfully achieve planned outcomes.
- Exhibits initiative in taking on higher responsibilities and works beyond his area.
- Contributes meaningfully to discussions involving his/her area.
- Uses mistakes as learning opportunities. Is open to feedback.
- Enhance knowledge /skills base on an ongoing basis.
- Execute all relevant compliances and documentation within prescribed schedules.

LEADING CHANGE

- Enthusiastic about changes
- Is imaginative
- Thinks out of the box
- Can quickly comprehend the need for the change.
- Open minded when presented with the new perspectives.
- Is comfortable with and gets used to new situations easily.
- Is able to identify and remain focused to achieve desired results even in unstructured situations.
- Asks questions. Challenges and suggests alternatives and more effective ways executing tasks.
- Listens attentively. Shares appropriate information.
- Relates to people at all levels.

PEOPLE LEADERSHIP

- Participative, open minded and receptive
- Understands the needs/interests and attitudes of others.
- Is perceptive of non-verbal behavior.

**STAKEHOLDER
MANAGEMENT**

- Is confident but not arrogant.
 - Involves in the resolution of problems.
 - Brings energy and direction to activities.
 - Shares experiences and information with team members.
 - Demonstrates commitment to the team and supports team decisions.
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- Understands the expectations and desires of various partners (property Owners and Owning Boards) and translates them effectively into business goals.
 - Displays thorough understanding of business goals and alignment with these.
 - Nurtures strong business partner relationships with key vendors/ suppliers at a strategic level.
 - Maintains a valuable network of contacts across business areas to drive and support initiative.
 - Maintains a healthy and on-going professional relationship with OB representative and ensures open communication.
 - Is able to safeguard company interest while managing Owners tactfully.