

Carnival UK Job Description

Sous Chef

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Chef de Cuisine	Department: Galley
Leadership Responsibility: Dedicated area of the Food Preparation Department	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none">- Senior Chef de Partie (where applicable)- Chef de Partie- Demi Chef de Partie- Commis Chef	Budget Responsibility: Assist in the effective use of provisions from both Galley and Stores to ensure minimal wastage of food products
Size of Department: up to 60	Revenue Responsibility: Support Alternative Dining by providing food products for the budgeted covers to ensure revenue opportunities are maximised

Standard Role Summary:

Responsible for the service, standard and quality of all dishes and food products produced within an allocated area/outlet of the Food Preparation Department, in accordance with company corporate menu cycles.

Primary Responsibility of the Role:

Manage, monitor, develop and train members of the team to ensure the provision of high quality, professionally prepared food products. Effectively manage own area, ensure adequate resourcing of team, complete appraisals identifying development opportunities and provide guidance, motivation and direction as required.

Ensure all work is carried out safely, efficiently and in accordance with all current safety and company regulations, including Public Health Policy, HESS, FSP and ILO and galley operations policies and procedures. Identify areas of improvement to ensure attention to detail is achieved by the team and a consistent passenger dining experience provided, continually striving to improve passenger satisfaction scores.

Maintain and improve standards to provide total passenger satisfaction, ensuring they meet the high standards required including appearance, quality and temperature. Liaise with Chef de Partie to confirm the daily menu requirements and discuss the daily working processes of the team. Attend daily callover to confirm production figures and menu cycle and ensure the correct scaling up is achieved.

Effectively monitor and manage costs and resources within own area and inform the Chef de Cuisine of any issues immediately. Complete regular and update Food Safety logs accordingly. Ensure the section and equipment is operated and maintained in a sanitised and clean state at all times, undertaking regular inspections.

Effectively resolve all passenger complaints and comments regarding food production for own area and work collaboratively with Restaurant Managers and Head Waiter ensuring a smooth and efficient passenger experience.

Attend and undertake Open Galley events such as cooking demonstrations, as and when required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	City & Guilds 7061/2 or equivalent recognised hotel / culinary diploma / qualification NVQ I or II Food Production / Preparation qualification or equivalent Level 3 Award in Supervising Food Safety in Catering desirable Experience of working within a 4 / 5 star volume hotel or restaurant establishment preferred Awareness of budgets and food wastage gained within a corporate environment Competent IT skills Good command of written and spoken English
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	Lead by example by taking care of the health and safety of self and others Report all accidents, 'near miss' incidents and work related ill health conditions to Senior Officer and Safety department Follow safety rules and procedures Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly Take part in safety training & risk assessments and suggest ways of reducing risks Carry out risk assessments within designated area of responsibility Actively promote safe working within teams and encourage safe behaviours Undertake safety 'walk rounds' within own area identifying areas of improvement Undertake team training regarding dangerous equipment and keep up to date records
Public Health	Follow all company public health policies and procedures appropriate to the role Complete all necessary public health paperwork accurately Institute appropriate public health precautions as relevant to role
Environment	Ensure the team are aware of their Environmental Responsibilities Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area Complete all environmental records accurately
Emergency Duties	Understand own emergency duties and routines onboard ship Take an active part in the ship's team response to an incident Ensure familiar with ship's emergency alarms and routines Ensure familiar in the use of all fire fighting appliances located within area of responsibility Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts Participate fully in all relevant drills and training Know how to raise the alarm when necessary Able to identify escape routes and emergency exits Understand the function and operation of fire screen / splash tight and watertight doors Take part in passenger clearance from public areas, ensuring passengers have responded correctly and the area is clear Ensure all cooking equipment is secure and isolated Undertake mustering of own department and ensure all personnel are accounted for Ensure supervisors receive adequate training to undertake their duties and make sound decisions As holder of PSC & RB may be in charge or 2nd in charge of a survival craft and therefore responsible for the safety and well being of persons inside Maintain order of the survival craft during abandonment of the vessel, ensure survival procedures are followed at all times and that all members of the survival craft crew are fully trained and understand their responsibilities Undertake other emergency duties / routines within the ERP as directed Undertake any other emergency duties required that are specific to vessel Follow all emergency procedures as directed
Safeguarding	Aware of CUK safeguarding children policies and procedures Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)
Security	Apply the correct security measures for own department / area Lead and direct the team in applying security measures and actively promote understanding of security issues

	Encourage security awareness within the team
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Technical

Knowledge/Skill	Summary of Responsibilities
Quality Standards	<p>Train the team in the quality standards agreed for own area and monitor their performance in achieving those standards</p> <p>In conjunction with the Chef de Cuisine agree operational changes to the quality standards remaining within agreed boundaries</p> <p>Follow galley operation guidelines when undertaking recipe scaling for the correct number of portions</p>
Food Hygiene	<p>Undertake training of the team to ensure that the correct policies and procedures regarding food hygiene are understood and followed at all times</p> <p>Oversee and manage the cleanliness / sanitising of the food preparation area</p> <p>Undertake regular checks of the area to ensure compliance with strict hygiene protocol</p> <p>Ensure all food preparation equipment and spaces are sanitised and cleaned in accordance with company policy</p> <p>Highlight and deal with any discrepancies immediately in order to minimise any impact on passenger health</p>
Menu	<p>Explain to others how all menu items are cooked and what ingredients are included, including herbs and spices</p> <p>Ensure up to date on the taste, consistency and provenance of all dishes</p> <p>Suggest menu choices and alternatives to passengers based on their stated preferences</p> <p>Explain all of the culinary terms used on the menu for passengers</p>
Chef Skills	<p>Design new dishes, write recipes and take plate presentation photos for others to follow where appropriate</p> <p>Effectively manage the cost, wastage and budgeting of food</p> <p>Assess quality of raw, cooking and prepared food (within specialist area) through taste, smell and appearance</p> <p>Set up tasting sessions for each service where applicable and carry out food tasting to ensure the final product is at the required standard</p> <p>Give advice to others across the galley on making corrections during cooking to ensure the quality of the output</p> <p>Make immediate corrections to food on the buffet or on the plate to ensure quality maintained</p> <p>Control and delegate food production ensuring the most effective use of stock in circulation</p>

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	<p>Competent in the use of most MS Office Software</p> <p>Effectively use the supply and inventory management system</p>
Customer Service	<p>Respond calmly and quickly to requests from passengers</p> <p>Deliver customer service within the agreed time-scales and to the quality required, ensuring passenger satisfaction</p> <p>Immediately respond to complaints and customer service issues, or report them to line manager, to ensure speedy resolution</p> <p>Behave in a polite and friendly manner with passengers and crew members at all times and in all areas of the ship</p>
Revenue Generation	<p>Understand revenue target for own area and proactively work to achieve set targets</p> <p>Immediately highlight any issues in achieving revenue objectives to the Executive Chef</p> <p>Understand passenger requirements and adjust approach accordingly</p> <p>Use specialist knowledge to help inform passengers on products and positively influence revenue generation</p>
Commercial Decision-Making	<p>Understand allocated budget assumptions and ensure delivery of overall budget performance</p> <p>Use historical production documentation and meal counts to make reasoned commercial decisions, taking into account the financial impact</p>

Audit & Compliance	<p>Ensure the departments compliance with relevant statutory, legal and policy requirements</p> <p>Ensure structured monitoring and reviewing of relevant policies is undertaken</p> <p>Use recorded data to respond to requests from shore-side and on-board auditors providing evidence of compliance</p> <p>Act on any audit findings, implementing agreed action plans</p> <p>Work positively with the team implementing new ways of working identified and reviewing on a regular basis to ensure compliance</p> <p>Ensure attention to detail and delivery of a consistent passenger dining experience</p> <p>Ensure compliance of Corporate Menu Cycle (CMC)/SOP's for all dining outlets, ensuring scaled recipes are used for all preparation and cooking in line with forecasted production figures</p>
Financial Management	<p>Responsible for achieving cost and quality targets for own food production department</p> <p>Maintain dedicated food budgets for own areas</p> <p>Use P&L data from own area and make interpretations of performance from them, explain wastages and variances when required</p> <p>Identify areas of improvement within the product that may reduce overall costs and increase efficiencies</p>
Stock Control	<p>Calculate order requirements based on existing stock levels and expected future menus</p> <p>Effectively monitor and manage items and goods within own area to ensure minimal wastage and maximum usage</p> <p>Approve requisitions raised for the section</p>

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	<p>Present specialist information in a manner in which it can be understood</p> <p>Influence others where appropriate to help make the most effective business decisions</p>
Dealing with Challenging People	<p>Assess situations and make appropriate decisions on when and how to resolve them</p> <p>Confidently and professionally diffuse emotionally charged situations</p>
Quality Assurance	<p>Observe, review and assess all aspects of the quality of service being provided within the team against the agreed quality standards</p> <p>Take action when any element of the service or work being carried out is not up to standard</p> <p>Ensure adherence to recipes, yield, portion control and specifications</p> <p>Complete food checks prior to service to ensure quality standards are maintained</p>
Planning & Prioritisation	<p>Plan daily work schedules for the team</p> <p>Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities</p> <p>Attend daily meetings to discuss the days menu / portion forecast</p>
Resource Management & Delegation	<p>Understand the skills and competencies of the staff and deploy them effectively</p> <p>Plan for absences</p> <p>Delegate tasks with clear instructions, expectations and necessary responsibility</p> <p>Conduct daily team meetings to ensure effectively delivery of requirements</p>
Providing Performance Feedback	<p>Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood</p> <p>Ensure feedback is both positive and constructive</p>
Coaching & Mentoring	<p>Hold effective developmental discussions with team members</p> <p>Act as a coach or mentor for team members, wider line management and subject specialist situations</p>
Training	<p>Induct new team members following the 'Buddy system' to help the integration into the team / lifestyle, undertake regular reviews, identifying any areas of improvement</p> <p>Identify and undertake team training and development</p>
Facilitation Skills	<p>Run team meetings effectively, including agendas, timing and ensuring views are heard</p> <p>Facilitate meetings discussing pertinent issues, reaching agreed actions</p>

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Officer / Supervisor Style	<p>Thinks about their style and approach and how this impacts the team</p> <p>Works as part of the team to achieve agreed goals</p> <p>Supports and encourages others, helping to build a positive and open culture</p>
Thinking Ahead / Making Change Happen	<p>Thinks ahead when working with a team and helps others to change</p> <p>Identifies problems and actively works to generate solutions</p>

Working with Others	Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and passengers and gives constructive and helpful feedback
Communicating Effectively	Proactive and positive in their communications with the team and others
Customer Centred	Understands how their role can impact the passenger experience and works with the wider Galley team to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service

Person Specification

	Has experience of / or ability to manage a team
	Passionate about delivering a great service to customers and looks to continually improve
	Leads the team by empowering others and encouraging collaborative working
	Creates a positive working environment building a culture of openness and trust
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Able to work under pressure and to deadlines
	Adaptable and flexible in the face of change or unanticipated events
	Organised, structured and focused on the detail in their approach to work
	Communicates assertively and honestly at all times
	Socially confident and adopts a professional manner, comfortable making conversation with passengers
	Keeps up to date on emerging culinary techniques and recipes
	Takes responsibility for own learning and is proactive in increasing own knowledge and skills
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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