

# Carnival UK Job Description

## Chef de Partie (Pastry)

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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.

<b>Reporting to:</b> Chef Pâtissier	<b>Department:</b> Galley
<b>Leadership Responsibility:</b> Supervision of Pastry section	<b>Location:</b> Fleet based across CUK vessels
<b>Titles of Direct Reports:</b>	<b>Budget Responsibility:</b> Follow the corporate menu cycles ensuring the most effective use of provisions
<b>Size of Department:</b> up to 240	<b>Revenue Responsibility:</b> £0

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### Standard Role Summary:

Direct a dedicated Food Production team ensuring the provision of high quality, professionally prepared pastry products.

### Primary Responsibility of the Role:

Undertake the day to day supervision of staff within the pastry production area. Ensure staff are competent to undertake their roles by identifying training needs and coaching and mentoring junior team members.

Oversee the service standard and quality of all pastry products served including freshness, taste and consistency, ensuring they meet the required high standards. Liaise effectively with the Chef Pâtissier, keeping them informed of any shortages or discrepancies in products or ingredients. Maintain an organised and efficient flow of production taking into account any changes in forecasts or menu. Ensure food products provided are within budget and in line with the Corporate Menu Cycle, keeping wastage to a minimum.

Ensure all staff comply with current safety and company regulations, including the Food Safety & Public Health Policy. Complete regular checks including the collection of food samples and update logs accordingly. Ensure the section and equipment is operated in a sanitised and clean state at all times, undertaking regular inspections. Ensure all equipment is maintained and used correctly by staff, following standard operating procedures and report any repairs required promptly.

Work closely with the team implementing any new ways of working identified and contribute to a successful centralised production department, maintaining a dedicated food budget. Ensure compliance with the Corporate Menu Cycle (CMC)/SOP's for allocated dining outlets and ensure scaled recipes are used for all preparation and production of food products.

Attend plate presentations at the lunch and dinner service periods in order to gain feedback from the Executive Chef.

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### Key Responsibilities & Duties:

#### Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
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	<p>Relevant industry recognised qualification such as NVQ III Bakery, Patisserie or Food Manufacture or equivalent</p> <p>Knowledge of pastry techniques and skills</p> <p>Comprehensive understanding of pastry principles, including formulas and measurement</p> <p>Through understanding of starches, fats, sugars, liquids, eggs and flavourings</p> <p>Level 3 Award in Supervising Food Safety in Catering desirable</p> <p>Good command of written and spoken English</p>
<b>Certificates</b>	Valid ENG1 medical certificate or equivalent for the duration of each voyage

### **HESS** (Health, Environment, Safety and Security)

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Health and Safety</b>	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to manager / supervisor / team leader and to the safety department.</p> <p>Follow safety rules and procedures</p> <p>Use work equipment, personal protective equipment, substances, and safety devices correctly</p> <p>Take part in safety training &amp; risk assessments and suggest ways of reducing risks</p> <p>Carry out duties in a safe manner in accordance with corporate policies and procedures</p>
<b>Public Health</b>	<p>Follow all company public health policies and procedures appropriate to the role</p> <p>Complete all necessary public health paperwork accurately</p> <p>Institute appropriate public health precautions as relevant to role</p>
<b>Environment</b>	<p>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</p>
<b>Emergency Duties</b>	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen/splash tight and watertight doors</p> <p>In the event of an incident or emergency assist with public area clearance as directed Ensure area is clear and all cooking equipment is secure and isolated</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
<b>Safeguarding</b>	<p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
<b>Security</b>	<p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p>

### **Technical**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Quality Standards</b>	<p>Train the team in the quality standards agreed for own area and monitor their performance in achieving those standards</p> <p>Implement and feedback on agreed operational changes to the quality standards, remain within agreed boundaries</p>

<b>Food Hygiene</b>	<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>
<b>Menu</b>	<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>Adhere to corporate menu cycle and production figures, preparing all food products as per agreed specifications</p>
<b>Chef Skills</b>	<p>Create high level pastry products in line with the pastry schedule</p> <p>Assess quality of raw, cooking and prepared food (within specialist area) through taste, smell and appearance</p> <p>Oversee the food product and preparation making any corrections necessary during cooking to ensure quality of output</p> <p>Prepare food up according to the agreed standards for the dish</p> <p>Ensure the proper rotation, storage temperatures and storing procedures are followed</p>
<b>Customer Service</b>	<p>Respond calmly and quickly to requests from passengers or crew members</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 a 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>

## **Business**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>IT Skills</b>	<p>Competent in the use of most MS Office Software</p> <p>Effectively use the supply and inventory system</p>
<b>Audit &amp; Compliance</b>	Complete full and accurate records to ensure compliance for both internal and external audits

## **People / Management**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Advising &amp; Influencing</b>	<p>Respond confidently and promptly to requests for information</p> <p>Act as a role model to others promoting a positive working environment</p>
<b>Dealing with Challenging People</b>	<p>Deal with challenging situations in a confident and professional manner</p> <p>When appropriate refer the situation to a more senior person</p>
<b>Quality Assurance</b>	<p>Observe, review and assess the aspects of the quality of service being provided by the team</p> <p>Inform Chef Pâtissier when any element of the service or work being carried out is not up to standard</p>
<b>Planning &amp; Prioritisation</b>	<p>Plan own work schedules</p> <p>Discuss with manager the priorities for the team to ensure most efficient delivery and in line with the ship's priorities</p> <p>Identify level of store deficiency and assess need for provisions and equipment</p>
<b>Resource Management &amp; Delegation</b>	<p>Delegate tasks with clear instructions, expectations and necessary responsibility</p> <p>Support junior staff members in meeting training objectives and workload</p>
<b>Providing Performance Feedback</b>	Provide manager with information about the performance of junior staff to feed into appraisals
<b>Coaching &amp; Mentoring</b>	Assist colleagues to solve their own problems when appropriate by providing help and guidance
<b>Training</b>	Deliver effective knowledge sharing or instruction sessions to improve the quality of the product and motivate team members

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

<b>Self-Awareness</b>	When undertaking role thinks about how they communicate and behave and is a role model for others
<b>Thinking Ahead</b>	When undertaking role thinks about more than just the task in hand, proactively works to anticipate the needs of the department and plans ahead
<b>Being Part of a Team</b>	Works collaboratively with others to ensure the provision of an efficient and effective service
<b>Open and Honest Communication</b>	Communicates effectively with passengers, crew and officers ensuring a positive working environment
<b>Customer Centred</b>	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**

	Experience of / ability to supervise a team
	Passionate about hospitality and customer service driven
	Able to prepare candies, petit fours, frozen and cold deserts, decorate portions and plate pastries
	Works effectively as part of a team to deliver an efficient service
	Works collaboratively with others to build a positive working environment
	Proactively works to identify improvements
	Organised, structured and focused on the detail in their approach to work
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Comfortable talking to a wide range of people including passengers
	Adaptable and flexible in the face of change or unanticipated events
	Communicates clearly and effectively, keeping others informed of progress and highlighting any issues
	Enthusiastic about learning from their own and others' experiences
	Socially confident and adopts a professional manner
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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1.0	Ian Strangeway	01 January 2015