



University Students' Council – Position Description

Position Title:	Kitchen Lead, The Spoke
Supervisor:	Kitchen Manager, The Spoke
Remuneration:	Competitive salary with Health and Dental Benefits.
Vacation:	4 % vac pay + paid time off for 5 additional days and a 2 week holiday closure.
Hours of Work:	Full time hours

OVERVIEW:

The Kitchen Lead is primarily responsible for the day to day execution of BOH systems in the Spoke Kitchen with a focus on shift management, customer service, quality control, and staff training. The Kitchen Lead will provide administrative support to the Kitchen Manager with delegated functions including assisting with scheduling, food purchasing, and food preparation. In addition, the Kitchen Lead will contribute to the development of creative and innovative new menu items and remain current on industry trends.

The Kitchen Lead will strive for maximum efficiency and continual improvement of BOH staff productivity. They will also train employees in methods of cooking, preparation, presentation, portion control, waste reduction and sanitation processes.

DUTIES AND RESPONSIBILITIES:

1. Operational

- Directly perform hands on work and fill in where necessary to ensure guest service standards and efficient operations in the Kitchen
- Support the creation of restaurant food & beverage menus for the Kitchen. Remain current with industry trends and what appeals to the student demographic
- Develop accurate recipes for all food products served in the Kitchen, ensuring consistency in quality, portion size, cooking methods and serving standards
- Contribute to the execution of all prep management systems including completing and monitoring the daily prep list. Ensure the Spoke has accurate par levels based on anticipated sales volumes in order to project appropriate product amounts and reduce waste in collaboration with/approval of the KM
- Ensure all Spoke catering and bulk orders are prepared and delivered on time to customer specifications
- Ensure product labelling systems are adhered to for prepared items, and that storage shelves are fully organized and labeled, while following food safety best practices
- Ensure all Spoke product receiving systems are adhered to. Inspect product quality on arrival and look for missing items
- Execute and ensure completion of all daily/weekly kitchen cleaning checklists and duties
- Use of daily labour cards to track and monitor daily kitchen shifts, sick calls and make employee punch adjusts to ensure accurate labour tracking and payroll
- Execute managerial opening and closing duties as assigned
- Attend operational meetings as required
- Other duties as assigned

2. Customer Experience

- Maintain fast, accurate service, positive guest experience and ensure Kitchen products are consistently made to Spoke recipe specifications and standards
- Effectively deal with and remediate any onshift customer complaints
- Ensure all Cashiers are knowledgeable when it comes to menu ingredients, allergy and special dietary accommodations for customers
- Ensure that Kitchen meal ticket time expectations are being met and used as a motivator to increase efficiency for the Spoke part-time team
- Ensure all Kitchen workstations are set up for maximum efficiency, reducing steps and saving valuable time when possible
- Conduct Kitchen line checks daily to ensure appropriate inventory levels, product rotation, portion control and that all sections are set up and rush ready

3. Financial

- Maintain updated and accurate costing of all dishes prepared and sold in the Spoke
- Achieve or exceed budget targets for Food COGS, Labour and other BOH operational expenses
- Reduce product waste in the Kitchen through tracking, daily/weekly inventory of key items and action plan any over used items on inventory usage reporting

4. Student Development / Training

- Recruit, interview, hire and discipline when necessary, part-time Kitchen team members. Ensure the Spoke is appropriately staffed to cover all scheduling needs.
- Develop employees by providing ongoing feedback, establishing performance expectations and ensure the completion and delivery of two performance appraisals for all Kitchen staff, one per semester
- Contribute to the development, training, oversight and direction of Supervisor and Student Development positions in the Kitchen
- Assist KM in the development of all Kitchen training materials and policies in cooperation/approval of the Spoke's Kitchen Manager. Ensure LMS courses and curriculums for the BOH staff are set up and maintained on an ongoing basis
- Assist in setting up new employees to training, scheduling and POS software
- Motivate and train all Spoke part-time Kitchen staff using the Spoke Learning Management System as well as provide hands-on in person training.

5. Cleaning, Maintenance and Health & Safety

- Ensure the Occupational Health & Safety Act, local health and safety codes, as well as USC Health & Safety policies are being adhered to
- Promptly complete incident reports / forms for all accidents, injuries and incidents that take place in the Spoke and notify Senior Manager of any incident of injury, violence, harassment or other significant occurrence
- Ensure that all equipment is kept clean and in excellent working condition through personal inspection, preventative maintenance and respond to any deficiencies communicated from Spoke employees
- Oversee the training of Kitchen employees in the safe operation of hazardous kitchen equipment and tools
- Responsible for maintaining appropriate cleaning schedules for equipment, floors, walls hoods, other equipment and food storage areas
- Responsible for training employees in cleanliness, sanitation process and safe use of chemicals

6. Sustainability

- Ensure sustainable practices in the preparation and service of food and beverage in the Kitchen. This includes reducing food waste, composting, reducing energy consumption and sustainable packaging where possible

QUALIFICATIONS:

Skills and Abilities:

- **Computer Skills:** Must be proficient with data processing software including Word, Excel, Powerpoint, Google docs, sheets, slides and calendar. Must have the ability to utilize computerized business tools such as email, learning management systems, POS, inventory management software and other appropriate online tools.
- **Business/ Math Aptitude:** This position requires business and math skills with the ability to work accurately with cash, read budgets and financial statements.
- **Communication Skills:** This position requires written, verbal and group communication skills. Requires the ability to analyze and interpret business documents
- **Problem Solving/ Decision Making Skills:** This position requires strong problem solving and decision making skills, and the ability to be flexible and adaptive in any situation.
- **Conflict Resolution:** Ability to remain calm and professional in a stressful fast pace work environment. The ability to de-escalate and resolve conflict with customers, Spoke employees and fellow USC managers, which could involve irate or possibly intoxicated patrons or high stress situations.

Specialized Knowledge

- Knowledge of preventative maintenance and troubleshooting of various kitchen equipment

Education / Experience

- High School diploma or equivalent is required
- Post Secondary diploma/degree in culinary management or hospitality preferred
- Minimum 1 year supervisory experience (high volume, fast paced kitchen environment preferred)
- An additional minimum of 2 years of experience in various kitchen positions including food preparation, line cook, fryer cook or expediter
- A passion for food and service is a must

Certifications / Specialized training

- First Aid Certified
- Food Safety Certified (Basic Level)
- WHMIS Certified
- Fire safety trained - Western Fire Prevention

Any training and certifications needed for this position will be provided by the Spoke.

Interested in working with our dynamic team in a fast paced environment that focuses on staying current with student trends? Apply today!

Please apply on Spark Hire by August 6th at 4:00 p.m. using this link: <https://hire.li/43a72d5>

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