

role profile | back of house team leader

what do you do in wagamama?

have great skills on all wagamama stations. take initiative to help and support wagamama chefs to deliver brilliant food be ambitious, take on additional responsibilities be the person who helps and supports wagamama chefs to cook dishes, on all stations, according to our brilliant standards

area	actions	how we recognise a brilliant back of house team leader
brand values	<ul style="list-style-type: none"> - displays wagamama values by being honest, brilliant and different while performing their duties - commitment to maintaining the highest quality of food in the kitchens according to company to standards - motivates team to deliver the highest levels of performance at work, to ensure the consistency of wagamama food - during shift, encourage, support and help wagamama chefs and kitchen assistants 	<ul style="list-style-type: none"> - is proud of the food wagamama serves and ensures consistency - is ambitious and wants to develop career to sous chef then head chef - inquisitive, asks questions and shows pride in work
brilliant food	<ul style="list-style-type: none"> - knows every spec of the each dish, to ensure consistency of food quality - is able to work on every station (teppan, ramen, fry, wok and juice) - has good knowledge of haccp and coshh and how these apply to wagamama kitchens and ensures principles applied by all wagamama chefs on shift - assist sous chef with stocktaking, ordering, temperature checks - does spot checks to ensure kitchen team is operating according to company standards during service - develops good knowledge and understanding of the ingredients/ flavours of wagamama food and encourages all wagamama chefs to do the same - works with wagamama chefs to constantly improve their skills and raises any concerns to head chef/sous chef - ensure all prep for service done accurately according to wagamama standards 	<ul style="list-style-type: none"> - helps wagamama chefs if they are having a problem on a station - shows them the wagamama way of doing things, no shortcuts - can quickly see if spec has not been followed and takes action - shows a real interest in wagamama food and ingredients
brilliant customer experience	<ul style="list-style-type: none"> - explains the importance of quality of food and consistency to wagamama chefs and the explains the influence it has on the customer experience - takes action if service times are below company standards and encourage team to work at required pace - where appropriate and safe, interacts with customers in a positive way 	<ul style="list-style-type: none"> - encourages wagamama chefs to interact with customers - greet them when they enter/leave restaurant
brilliant people and teams	<ul style="list-style-type: none"> - helps with training and developing wagamama chefs and kitchen assistants to work across all stations in the kitchen - is able to motivate teams in an effective way to deliver brilliant levels of work - shows a pride in work and looks encourages wagamama chefs to perform to company standards - accepts the additional responsibilities of the role and supports head chef and sous chef to manage team effectively - gains trust and support from others in the kitchen team by behaving in a positive, professional way - helps head chef and sous chef with managing teams breaks (if required) 	<ul style="list-style-type: none"> - has a positive attitude towards helping and coaching wagamama chefs - takes personal responsibility for own development
results delivery	<ul style="list-style-type: none"> - good knowledge of wagamama work safe policies and food hygiene policies and ensure these are adhered to by wagamama chefs on shift - work with the team to ensure the kitchen is maintained and cleaned to wagamama standards - can effectively run the branch without supervision from manager 	<ul style="list-style-type: none"> - encourages wagamama chefs to maintain high standards to ensure restaurants passes inspections and audits - restaurant receives compliments from customers and area managers on quality of food