

role profile | head chef

what do you do in wagamama?

be a source for inspiration. be champion of quality. be a leader, a coach and a mentor. be the one who makes sure every plate is perfect. manage budgets, controlling costs - run a great kitchen and team

area	actions	how we recognise a brilliant head chef
brand values	<ul style="list-style-type: none"> - displays wagamama values by being honest, brilliant and different while performing their duties - leads by example in delivering and maintaining the highest standards in kitchens according to company standards - creates a positive working environment for the team in the kitchen - which is easily observed by customers - motivates sous chefs to deliver the highest levels of performance at work to ensure the consistency of wagamama food and motivate junior chefs - during shift, has obvious presence in kitchen and team performs their duties in calm, professional way 	<ul style="list-style-type: none"> - always presents wagamama in a positive way when dealing with all staff - looks at ways to ensure back of house team is included in the daily running of the restaurants - shares responsibilities with general manager on the overall success and performance of the restaurant
brilliant food	<ul style="list-style-type: none"> - in-depth knowledge of every spec to ensure consistency of food quality and correct cooking methods - takes appropriate action when ingredients are not at wagamama standards and informs general manager and supplier - constantly checks that kitchen team is operating according to company standards during service and delegates appropriate action to sous chefs - has in-depth knowledge and understanding of the ingredients/ flavours of wagamama food and encourages team to do the same - trains and develops sous chefs to constantly improve their skills and knowledge of wagamama cooking techniques - has an obvious passion for quality of food that is prepared in kitchen and is able to develop a shared commitment and passion in team - engage with front of house teams to share knowledge of each dish - share best practise with other head chefs in an effort to constantly improve boh operations where appropriate - develop an awareness of local competitors to ensure food quality of wagamama remains the highest in the local area 	<ul style="list-style-type: none"> - has passion for wagamama food - genuine interest in improving knowledge and refreshing skills - always ensures most current specs are being used in kitchen - effectively trains sous chefs to run kitchen to wagamama standards - quickly spots if food is not according to spec takes appropriate action - does not accept poor standards of food/ performance and is able to correct issues in a positive way
brilliant customer experience	<ul style="list-style-type: none"> - is aware of the importance of quality of food and the impact it has on the customer experience, encourages team to develop a similar awareness - works with general manager to address customer queries/ complaints about food quality and take correct action - identifies any trends in customer complaints and takes appropriate action - ensures that customers receive their orders in shortest possible time and takes corrective action if service times are below company standards - where appropriate and safe, interacts with customers in a positive way 	<ul style="list-style-type: none"> - creates an awareness with the sous chefs on the impact boh operations have on the customers' experience and help them raise this awareness with rest of kitchen team - deals effectively with customers' complaints on food quality to ensure customers leave satisfied - restaurant receives feedback from customers on brilliant quality of food

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brilliant people and teams	<ul style="list-style-type: none"> - improves the efficiency in the kitchen by training and developing junior chefs to work across all stations in the kitchen - helps achieve labour budgets by accurate forecasting labour requirements - takes personal responsibility for all successful recruitment of staff for the kitchen - is able to motivate team in an effective way to deliver brilliant levels of work and rewards this in appropriate way - shows a natural pride in work and encourages team to perform to company standards - fully accepts the additional responsibilities of management and supports in helping restaurant achieve targets set by the operations managers - is able to listen to the feedback from general managers on performance and make necessary adjustments/changes to performance - gains trust and support from all staff in the restaurant and be seen as part of senior management team - is proactive in sharing knowledge with front of house team on ingredients, cooking methods for example. to improve their knowledge - has clear and updated personal development plans for every member of the team 	<ul style="list-style-type: none"> - has clearly defined succession plan in place - is able to identify and spot talent in sous chefs and develops culture of retaining talented chefs - low turnover of staff - low levels of absenteeism - has ambition to develop own skills and career with wagamama and takes personal responsibility for this
results delivery	<ul style="list-style-type: none"> - has expert knowledge of haccp and local food legalizations and how these apply to wagamama kitchens - expert knowledge of wagamama work safe policies and food hygiene policies and ensure these are maintained in the kitchen - effectively manages labour budget and works with general manager to investigate where savings can be made without negatively effecting customers' experience or quality of food - brilliant attention to detail in overall running of kitchen and nurtures sense of pride in entire team - ensures that the food quality is consistently at the highest level - ensure that preventable accidents in kitchen are prevented and provide a safe working environment 	<ul style="list-style-type: none"> - works with general manager to achieve financial targets so that restaurant achieves budget - passes all mystery diner audits - passes all qscd audits and epp audits - understand and complies with all company boh policies and procedures + zero afp reports