

role profile | line chef

what do you do in wagamama?

be passionate about working with fresh ingredients. prepare each wagamama dish exactly to spec to ensure our high standards of food quality are maintained be focused on presentation and consistency be able to perform under pressure when the kitchen gets busy

area	actions	how we recognise a brilliant line chef
brand values	<ul style="list-style-type: none"> - display the wagamama values by being honest, brilliant and different when performing your duties - follow the spec of each dish to ensure quality of food is maintained - take great pride in your role as a chef in wagamama - is proud of each plate of food they prepare - is always positive when dealing with customers and team 	<ul style="list-style-type: none"> - is passionate about the food they prepare and ensure it is always according to spec - maintains the highest standards of cleanliness in the kitchen
brilliant food	<ul style="list-style-type: none"> - learn the spec for each of the dishes to ensure the consistency of every plate of food you prepare - take appropriate action when ingredients are not at wagamama standard and inform head chef/sous chef - accurately prep all ingredients according to wagamama standards - open and closes section according to company standards - take pride in each plate of food that is sent from the kitchen to the customers' table/take away order - develop knowledge and understand the ingredients/flavours of wagamama food - learn and develop good knife skills 	<ul style="list-style-type: none"> - will know all specs for each station - is able to consistently prepare each dish according to spec - helps to control costs by effective portioning and working towards reducing wastage - maintains section according to company standards and cleanliness
brilliant customer experience	<ul style="list-style-type: none"> - show an understanding of the impact you have on the customers' experience in the restaurant - work well with the front of house team to address customer queries/complaints about food quality - work at required speed during service to ensure customers receive their orders in shortest possible time - interact with customers when applicable and safe to do 	<ul style="list-style-type: none"> - understand the impact the role they play in ensuring customers have a brilliant experience in the restaurant and ensure the food they prepare is according to spec and of the highest quality - where appropriate, greets customers when they enter the restaurant in friendly welcoming way
brilliant people and teams	<ul style="list-style-type: none"> - get involved with each service and looks for ways to help other people in the team - perform at a consistent level - show a natural pride in work and look how things could be improved - quickly communicate any problems during service to sous chef/ head chef and take appropriate action - listen to the feedback from managers on performance and make necessary changes to performance - easily gain trust and support from others in the team - communicate effectively with other members of the team, head chef, sous chef and the front of house team - high standard of personal hygiene 	<ul style="list-style-type: none"> - is able to work on all stations in the kitchen - is reliable and dependable - is able to motivate the team and keep calm during a busy service - is eager to learn new skills and take on additional responsibilities
results delivery	<ul style="list-style-type: none"> - good knowledge of wagamama work safe policies and procedures - work with the kitchen team to achieve high scores on all qscd audits - work with the kitchen team to achieving high mystery diner scores for food quality - able to react quickly to changes in service and adjust to pace as required - work with the team to ensure the kitchen is maintained and cleaned to the highest standards - work with head chef to accurately control wastage - follow company allergy policies when a customer has an allergy - develop skill on all sections in the kitchen 	<ul style="list-style-type: none"> - can work effectively on all stations in the kitchen - always produced consistent quality of food according to spec