

role profile | senior sous chef

what do you do in wagamama

be champion of quality. be a coach and a mentor. be the one who makes sure every plate is perfect. help manage budgets, controlling costs - run a great kitchen and team. be the one who is ready to become head chef

area	actions	how we recognise a brilliant senior sous 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 - work with the head chef to create 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 a presence in kitchen and supports and coaches the 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 - shares responsibilities with head chef on the overall success and performance of the kitchen - demonstrates ambition to become head chef, shows ambition
brilliant food	<ul style="list-style-type: none"> - in-depth knowledge of every spec to ensure consistency of food quality and correct cooking methods - inform head chef when ingredients are not at wagamama standards - when on shift checks that entire kitchen team is operating according to company standards during service and delegates appropriate action to sous chefs and reports problems immediately to head chef - has in-depth knowledge and understanding of the ingredients / flavours of wagamama food and encourages team to do the same - trains and develops all chefs to constantly improve their skills and knowledge of wagamama cooking techniques - has a passion for the quality of food that is prepared in kitchen and is able to develop a shared commitment and passion in team - effectively run the entire back of house operation when the head chef is not in the kitchen 	<ul style="list-style-type: none"> - has passion for wagamama food with a genuine commitment to improving knowledge - ensure most current specs are being used in kitchen - effectively trains all 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"> - develops an awareness of the importance of quality of food and the impact it has on the customer experience, encourages team to commit to wagamama standards - works with head chef to address customer queries / complaints about food quality and take correct action - ensures team deliver orders in appropriate time and takes corrective action if service times are below company standards - has in-depth knowledge of food allergies and trains entire kitchen team on how to deal with these - where appropriate and safe, interacts with customers in a positive way 	<ul style="list-style-type: none"> - explains to all chefs the impact food quality has on the customers' experience - deals quickly with customers' complaints on food quality to ensure customers leave satisfied - reacts positively to any customer complaints and works to find a solution

role profile | continued on next page

role profile | senior sous chef

<p>brilliant people and teams</p>	<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 - works with head chef to achieve labour budgets by accurate forecasting labour requirements - 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 demonstrates ambition for head chef position - is able to listen to the feedback from head chef 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 management team - is proactive in sharing knowledge with front of house team on ingredients, cooking methods etc. to improve their knowledge - works with head chef to ensure each person in the team has a clear and updated personal development plan and these are actioned 	<ul style="list-style-type: none"> - works with the head chef to implement the succession plans of the restaurant - is able to identify and nurture talent in all chefs - has ambition to develop own skills and career to head chef and takes personal responsibility for this
<p>results delivery</p>	<ul style="list-style-type: none"> - has brilliant knowledge of haccp and coshh and how these apply to wagamama kitchens - in depth knowledge of wagamama work safe policies and food hygiene policies and ensure these are maintained in the kitchen - helps head chef effectively manage labour budget and works with head chef 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 - 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"> - passes all mystery diner audits - passes all internal qscd audits - understand and complies with all company boh policies and procedures - zero afp reports