

role profile | sous chef

what do you do in wagamama?

be the one who trains and develops be the role model. focus on quality of food and maintaining wagamama standards. drive standards be ambitious

area	actions	how we recognise a brilliant sous chef
brand values	<ul style="list-style-type: none"> - displays wagamama values by being honest, brilliant and different while performing their duties - displays commitment to maintaining the highest quality of food in the kitchens according to company standards - motivates team to deliver the highest levels of performance at work, to ensure the consistency of wagamama food - during shift, has obvious presence in kitchen and team performing duties in calm, professional way 	<ul style="list-style-type: none"> - always presents wagamama in a positive way when dealing with all staff - is proud of the food wagamama serves and ensures consistency - is always looking at ways to improve kitchen operations
brilliant food	<ul style="list-style-type: none"> - knows every spec of the each dish, to ensure consistency of food quality - has excellent knowledge of haccp and work safe and how these apply to wagamama kitchens - takes appropriate action when ingredients are not at wagamama standards and informs head chef - constantly checks that kitchen team is operating according to company standards during service and takes appropriate action - ensures that the kitchen team open and close kitchen according to company standards - has in-depth knowledge and understanding of the ingredients/ flavours of wagamama food and encourages team to do the same - trains and develops line chefs to constantly improve their skills and knowledge of cooking techniques - is able to monitor quality and consistency of food sent, even during busy service 	<ul style="list-style-type: none"> - effectively trains line chefs to prepare food exactly to wagamama spec - quickly spots if food is not according to spec and informs head chef and provides solution - 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 head chef/general managers to address customer queries/complaints about food quality - ensures that customers receive their orders in shortest possible time and takes corrective action if service times are below company standards - has in-depth knowledge of food allergies and makes teams aware of how to deal with these - where appropriate and safe, interacts with customers in a positive way 	<ul style="list-style-type: none"> - creates an awareness with the kitchen team that they have a direct impact on the customer's experience - deals effectively with customers' complaints on food quality to ensure customers leave satisfied - receives feedback from customers on brilliant quality of food prepared

role profile | continued on next page

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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 head chef achieve labour budgets by writing correct rotas (where appropriate) - is able to motivate teams in an effective way to deliver brilliant levels of work and rewards this in appropriate way - shows a natural pride in work and looks encourages team to perform to company standards - fully accepts the additional responsibilities of management and supports head chef is helping restaurant achieve targets set by the general manager - is able to listen to the feedback from managers on performance and make necessary adjustments/changes to performance - gains trust and support from others in the kitchen team by behaving in a positive, professional way 	<ul style="list-style-type: none"> - works with head chef to ensure training is delivered in correct way to ensure kitchen teams have required skill to perform at wagamama standard - recognises talented chefs in team and supports them to achieve their career ambitions - has ambition to develop own skills and career with wagamama and takes personal responsibility for this
results delivery	<ul style="list-style-type: none"> - excellent knowledge of wagamama work safe policies and food hygiene policies and ensure these are maintained in the kitchen - ensures that the food quality is consistently at required levels - works with head chef to effectively reduce wastage in the kitchen - works with the head chef to effectively achieve the labour budget - work with the team to ensure the kitchen is maintained and cleaned to wagamama standards 	<ul style="list-style-type: none"> - receives positive feedback from customers - passes all mystery diner audits - passes all internal qscd audits - understands and complies with all boh company policies and procedures

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