



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Sous Chef
Department:	Food and Beverage Kitchen
Job Band:	4
Reports to:	Director of Food and Beverage
Positions Supervised:	Junior Sous Chef, Chef De Partie, Demi Chef De Partie, Commis Chef

Job Scope

Under the general guidance and supervision of the Executive Chef/Director of Food and Beverage or his/her delegate and within the limits of the Hotel's policies and procedures. The Sous Chef would be responsible for training and managing Kitchen Personnel and supervise/coordinate all related culinary activities. He/she would also be responsible for preparing and serving a wide range of menu items that meet customers' expectation.

Key Relationships

Executive Chef, Team Members, Guests and other departments.

Key Job Responsibilities

- Standardizes production recipe to ensure consistent quality;
- Ensures that food stock levels within the culinary department areas are of sufficient quantity and quality in relevance to the hotel occupancy and function forecasts.
- Ensures that food items are prepared and presented as per quality standards whilst maintaining portion control and minimizing waste;
- Works proactively to improve guest satisfaction and comfort, delivering a positive and timely response to enquiries and problem resolution;
- Ensures adherence and compliance to all Hotel's policies and procedures as well as all legislative and due diligence requirements;
- Perform other duties as assigned.

Self-Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming Standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs
- Maintain a high level of knowledge which will enhance the guest experience
- Demonstrate a service attitude that exceeds expectations
- Take appropriate action to resolve guest complaints
- Be able to promote the hotel's products and services.
- Maintain a high level of product and service knowledge about all F&B activities.

Health Safety & Security

- Demonstrates an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety at the hotel.
- Good Knowledge of emergency and evacuation procedures at the hotel.



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Background, Skills and Experience

- A Bachelor's Degree in Hospitality Management or a similar course.
- Minimum of 8 years' experience as a Senior Chef in an upscale restaurant preferably in a 5 Star Hotel
- Strong Interpersonal and Communication Skills
- Good Understanding of Food Costs and Margins and how to best control them.
- HACCP Certified.
- Ability to work at a rapid pace while maintaining attention to details
- Ability to Multi-Task
- Flexible and able to adjust to meet the changing needs of Guests
- Strategic thinking and business minded whilst also being able to demonstrate a commitment to customer service.
- Strong leadership and management skills
- Ability to think outside the Box
- Ability to deliver under Tight Deadlines and within constraints
- Good organizational skills with a "leading by example" attitude.
- Strong analytical skills