



ROOF GARDEN
HOTEL
ADELAIDE CITY

Sous Chef

Position Description



Culshaw's
RESTAURANT
ADELAIDE CITY





Majestic Hotels are a South Australian owned and operated boutique hotel group comprising of five properties; the multi award winning Majestic Roof Garden Hotel, located in the heart of Adelaide's East End; Majestic Old Lion & Tynte Street Apartments and Majestic Minima Hotel in North Adelaide; and the Majestic Oasis Apartments in Port Augusta.

Majestic Roof Garden Hotel - 4.5 star rating, Opened April 2004
Multi Award Winning in 2009
55 Frome Street, Adelaide
114 hotel rooms, 6 suites, 2 function rooms and 75 seat restaurant

Majestic Old Lion Apartments - 4 star rating, Opened December 1997, refurbished in 2011
9 Jerningham Street, North Adelaide
66 apartments

Majestic Tynte Street Apartments - 4 star rating, Opened June 1998
82 Tynte Street, North Adelaide
24 apartments

Majestic Minima Hotel - 3.5 star rating, Opened May 2008
Melbourne Street, North Adelaide
46 rooms

Majestic Oasis Apartments - 4 star rating, Opened September 2003
Marryatt Street (foreshore) Port Augusta SA
75 apartments



PURPOSE

Consistently, through a disciplined approach and directive leadership, focus on providing exceptional and professional service to achieve the company vision of delivering the highest quality of service to ensure true and lasting customer and staff loyalty.

POSITION OBJECTIVES

- **COMMITMENT AND CONSISTENCY** – To provide quality customer service always maintaining a consistent approach to ensure the highest levels of service and product are delivered through excellence to ensure customer satisfaction.
- **LEADERSHIP** – Through directive leadership maintain a culture of accountability within the team to ensure the company vision and values are achieved.
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks while recognising when attention is needed in other areas and attending to them with the appropriate level of priority.
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach including confidence, professionalism and an empathetic approach with internal and external stakeholders.
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff, customers and external sources.
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty



KEY RESPONSIBILITIES

KITCHEN MANAGEMENT & ADMINISTRATION

Assist and take accountability for the kitchen in the absence of the Head Chef in the areas of:

- Focus on maintaining a high quality product.
- Assist with creating exceptional quality menus seasonally, with a focus on sourcing local produce in line with food and beverage branding.
- Assist with maintain labour costs through effective rostering and labour management in line with changing requirements and product is ordered in line with par levels and budgets.
- Assist with ordering, wastage etc. and ensure a high level of hygiene/cleanliness of the kitchen at all times.

CUSTOMER SERVICE

Ensure a consistent approach and standard is offered by all staff to our guests to guarantee excellence and customer satisfaction.

TRAINING , DEVELOPMENT AND SUPERVISION

Through directive leadership and with a collaborative approach, focus on the following:

- To effectively provide professional leadership and direction to the kitchen team at all times.
- Ensure a consistent professional approach and standard is offered by all kitchen employees to guarantee excellence and customer satisfaction.
- Maintain operational standards of the kitchen department and hotel in line with policy and procedure in the absence of the Head Chef.
- Assist in development and training of kitchen employees.
- Use initiative to manage and resolve customer and product faults in an efficient and timely manner.



SKILLS / EXPERIENCE

QUALIFICATIONS

KNOWLEDGE

Required

- Strong leadership qualities
- Commercial cookery certificate
- Effective communication skills incorporating a collaborative approach
- Industry experience in a similar venue or establishment
- High level of accuracy and attention to detail when delivering products and services
- Exceptional time management skills with proven experience to establish priorities, organise workloads and ensure deadlines are met
- Flexibility to work the required shifts and the ability to step in and assist where necessary.
- An attitude of professionalism at all times
- Consistent approach to self-development and ability to address and implement continual improvement within the team
- A shared passion and responsibility towards our groups vision and values

Highly Desirable

- Proven supervisory experience and/or people management
- Knowledge of local and seasonal produce

ORGANISATIONAL RELATIONSHIPS

Report directly to the Head Chef, Food & Beverage Service Manager and further the Manager as required

Accountable for all kitchen resources including:

- Chef
- Kitchen Attendants

Working as required with:

- Food & Beverage Attendants / Supervisors
- Function Sales Executive
- Department heads across the Majestic Roof Garden Hotel
- Sales & Marketing Department
- Payroll, Human Resources & Accounts



VALUES

Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -

- Passion for our brand, products, staff, guests and industry
- Professionalism at all times
- Commitment to quality customer service standards and values
- Respect and value of each and every team member across our group
- High level of communication skills characterised by patience, clarity and empathy at a personal, written and telephone level
- Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
- High level of interpersonal skills
- An attitude to work within Workplace Health and Safety requirements



VISION STATEMENT

“our purpose as a company”

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

VALUE STATEMENT

“what we stand for as a company”

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!



I have read and understood the requirements of the role as outlined in this position description.

Employee Name

Employee Signature

Date

