

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>CAFÉ 7 Chef</i>	Team: Culinary Experience
Reports to: Café 7 Manager	Status: Non-Exempt, Full-time

Summary

Responsible for the daily operations of Café 7 full-service dining at Lovers' Leap. Performs tasks including, but not limited to, guest experience management, menu design, food quality and safety, bar operations, inventory controls, coaching and counseling partners, and cash handling. Under the direction of the Café 7 Manager the Café 7 Chef is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times., displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Ensures all paperwork is handled in an accurate and timely manner.
- Ensures that company policies and procedures are followed at all times.
- Leads team in accordance with Culture of Excellence and operational goals.
- Ensures excellent guest service in all aspects, including Mystery Shop.
- Oversees the daily supervision of partners assigned to work in Café 7.
- Modifies menus or creates new menu items for special events that meet quality, cost, and brand standards.
- Maintains the schedule for kitchen partners.
- Trains partners to include knowledge of food preparation and presentation, food safety, beverage/bartending operations, opening/closing procedures, proper cash handling and register usage.
- Directs and executes the preparation, seasoning, and cooking of salads, soups, fish, meats, vegetables, desserts, or other foods.
- Maintains Serve Safe Certification.
- Ensures health codes and safety standards are followed in order to maintain a high health score.
- Manages relationships with distributors and resolve issues with vendors promptly.
- Responsible for inventory management and food purchases to meet standards of quality and cost.
- Maintains invoice controls and procedures as needed to ensure COGS are in line with budget.
- Addresses guest complaints when necessary.
- Increases sales while maintaining or reducing expenses.
- Monitors cash handling procedures to minimize shrink/loss and addresses overs and shorts as needed.
- Maintains a clean, safe work area for guests and partners (to include all guest and partner areas affiliated with Café 7).
- Performs other duties as assigned by management.

Qualifications

- Culinary degree or related degree/certification preferred.
- Minimum 3 years related experience required, including previous supervisory experience.
- Possess strong leadership skills and supervise up to 25 partners.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a professional image to guests and partners.
- Ability to communicate in line with our mission and culture with partners in high stress situations.
- Ability to be Serve Safe Certified.

- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; to read and analyze business correspondence; to develop and write reports.
- Possess excellent computer skills in Microsoft Word, Excel, & Outlook.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Ability to stand and walk for up to 15 hours.
- Required to regularly use hands and fingers. Ability to lift/move up to 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.