

Culinary Occupational Standards



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Occupational Standards

Principles

The challenge of developing occupational standards for an industry such as the culinary arts lies in the virtually endless range of variations from operation to operation - variations in size, style, number of staff, and location, among many others. In order to produce guidelines that may be applied to any operation, the Caribbean Hotel Association selected an approach based on “core competencies.”

The appeal of this approach is that core competencies do not describe job titles or positions, but rather tasks that need to be accomplished at each level and the skills required for each – the core competencies. Further, the levels are cumulative – each level provides the foundation for the next one.

The standards are broken down in five distinct levels. The first two are practical levels and the following three, managerial or administrative.

Case examples:

- ☑ *Joe's Restaurant* is a large operation with a full brigade; the company is going to certify all their cooks and chefs. In this case, it is likely that there is more than one person working at each level (three cook helpers, six cooks, four *chefs de partie*, etc.). Therefore, each person will share the tasks related to their level, according to the workload.
- ☑ *Mac's Restaurant* is a medium-sized operation with a small brigade. Here, there is one person per level; hence, the assignment of standards is straightforward.
- ☑ *Chez Art* is a small bistro with only three kitchen employees. In this scenario, the levels expand to accommodate the needs of the operation, in relation to its size. Employees cover tasks from two or three different levels simultaneously - and will be certified in those.

In line with modern trends in operations, we have merged the position of head cook with the positions of sous-chef and working chef. The reason is that they carry very similar tasks, the only difference being the size of the operation. As result, the last two levels carry the core competencies and specific tasks as one.



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Core Tasks for the level (Level 1)	Task Elements	Knowledge of
Preparation for work	<ul style="list-style-type: none"> • Ensure uniform is complete and clean • Make sure any cuts or open wounds are properly dressed before coming into work area • Ensure hair is properly contained, e.g. hairnet, hat, etc 	<ul style="list-style-type: none"> • Knowledge of local uniform policy • Know how to clean and dress simple cuts and nicks Differentiate between a serious wound and a simple one • Knowledge of local uniform policy
Clean equipment and utensils	<ul style="list-style-type: none"> • Ensure equipment is complete and in proper working order • Ensure equipment is clean and/or sanitized • Ensure any machine to be used is clean and in proper working order • Follow startup procedures for any machine that requires so 	<ul style="list-style-type: none"> • Know how equipment works and recognize major damage • Know basic sanitation drills • Knowledge of operating procedures for all machinery to be used
Storing equipment	<ul style="list-style-type: none"> • Ensure that all equipment to be stored is properly accounted for • Ensure that all equipment to be stored is clean • Ensure that all equipment that requires packaging is packaged correctly • Ensure that all storage procedures are correctly followed 	<ul style="list-style-type: none"> • Knowledge of par stock for equipment to be stored • Knowledge of packaging procedures for special equipment • Knowledge of local storage procedures for equipment



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Core Tasks for the level (Level 1)	Task Elements	Knowledge of
Clean work area	<ul style="list-style-type: none"> • Follow proper procedure for cleaning work area before starting work • Keep work area free of spills and warn fellow workers when there is one Work as cleanly as possible to reduce cleanup time • Ensure work area is cleaned to standards before finishing shift 	<ul style="list-style-type: none"> • Knowledge of local policies and procedures • Knowledge of different types of spills and how to contain them e.g. oil, water, grease etc • Knowledge of local policies and procedures
Closing work area	<ul style="list-style-type: none"> • Ensure work area and surroundings are cleaned to standards • Ensure all perishables are properly stored • Ensure all gas appliances are turned off • Follow lights out procedure, ensuring all that is supposed to be off is off and all that is supposed to be on is on • Ensure all areas of responsibility are properly locked or shut down 	<ul style="list-style-type: none"> • Knowledge of local operating procedures or closing • Knowledge of proper storage procedures for perishables and non-perishables • Knowledge of location of gas shutoff valves and procedures for doing so • Knowledge of local closing procedures • Knowledge of local closing procedures



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Core Tasks for the level (Level 1)	Task Elements	Knowledge of
Respond to emergencies	<ul style="list-style-type: none"> • Identify type of emergency and action plan for it • Notify supervisor immediately • Notify the proper authorities according to type of emergencies and local contingency plan • Use emergency equipment according to local policy e.g. fire extinguishers, first aid box, alarms 	<ul style="list-style-type: none"> • Knowledge of different types of emergency and level of urgency E.g. fire, cuts, explosions, falls, scalds etc A safety course is highly desirable • Knowledge of chain of command and local policies and procedures in responding to emergencies
Follow safe working practices	<ul style="list-style-type: none"> • Follow local procedure on safe working practices • Always work calmly, but not slowly • Be aware at all times; pay attention to what you are doing and what is happening in your environment 	<ul style="list-style-type: none"> • Knowledge of local policies and procedures on safety A training course is highly desirable



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Core Tasks for the level (Level 1)	Task Elements	Knowledge of
Maintain personal Hygiene	<ul style="list-style-type: none"> • Wear clean uniforms everyday • Keep fingernails trimmed and clean • Keep hair out of the way; always use a hat, hairnet, kerchief etc • Keep hands washed Wash each time you handle garbage, use the restroom facilities, handle different types of food, etc • Do not touch hair, face or scratch while working If inadvertently done wash hands immediately • Come to work bathed and wearing deodorant You never know when you may interact with a customer • Refrain from wearing perfumes or colognes, they may be offensive and react with the food • Wear as little jewelry as possible 	<ul style="list-style-type: none"> • Knowledge of local uniform code • Knowledge of local code as to personal hygiene



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Specific Tasks Level 1 Cooks Helper	Task Elements	Knowledge of
Preparation with a Knife	<ul style="list-style-type: none"> • Use knives safely • Use correct knife for type of job • Sharpen knives • Use steel for finishing the blade • Chop, dice and mince different types of fruits and vegetables 	<ul style="list-style-type: none"> • Knife safety discipline • Purpose and use of different knives • Use of sharpening tools including the steel • Basic cuts of fruits and vegetables E.g. Brunoise, julienne, mirepoix, etc.
Use of other equipment	<ul style="list-style-type: none"> • Use of preparation machinery E.g. Automatic peeler, slicer, chopper, etc • Use of other manual equipment, peeler, mandolin, slicer, etc 	<ul style="list-style-type: none"> • Knowledge of operation of machinery (Operating manuals) • Knowledge of safety considerations for manual equipment
Basic cooking methods	<ul style="list-style-type: none"> • Be able to boil, blanch, simmer, etc and to correctly apply these methods to the appropriate foods • Be able to apply basic cooking methods with minimum supervision 	<ul style="list-style-type: none"> • Knowledge of basic cooking methods, in theory and in practice • Knowledge of safety considerations in different cooking methods
Basic food prep	<ul style="list-style-type: none"> • Be able to prepare basic food items to be cooked E.g. blanch and peel tomatoes, peel and wash potatoes, wash and trim lettuce, etc • Be able to par-cook certain food items e.g. potatoes, carrots, hard boiled eggs, pasta, etc 	<ul style="list-style-type: none"> • Knowledge of "mise-en-place" preparations of basic food items • Knowledge of basic cooking methods and procedures



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Specific Tasks Level 1 Cooks Helper	Task Elements	Knowledge of
Storing procedures	<ul style="list-style-type: none">• Properly wrap items to be stored• Be aware of storage temperatures and danger zones for prepared foods• Apply correct storage procedures for different items• Properly and legibly date and rotate products	<ul style="list-style-type: none">• Knowledge of proper storage procedures and safety and sanitation considerations



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Specific Tasks Level 1 Steward	Task Elements	Knowledge of
Storing of cutlery, china and glassware	<ul style="list-style-type: none"> • Knowledge of proper storage procedures and storage room discipline • Clean and maintain storage rooms to standards 	<ul style="list-style-type: none"> • Knowledge of local policies and procedures for equipment storage • Knowledge of local rules for storeroom access
Equipment check for proper working order, cleanliness, nicks, scratches and other below standard details	<ul style="list-style-type: none"> • Fix minor problems in equipment with moving parts • Scrutinize cutlery, china and glassware to keep it up to standards Report on any substandard equipment 	<ul style="list-style-type: none"> • Knowledge of equipment operation and simple fix ups • Knowledge of local standards for restaurant equipment
Maintenance of cutlery, china and glassware	<ul style="list-style-type: none"> • Provide preventive and periodical maintenance on equipment such as deep cleaning, polishing, removing stains, etc 	<ul style="list-style-type: none"> • Knowledge of local maintenance program for equipment and procedures for deep cleaning, cleaning products, stain removers and the safety applications of these
Station set-up and replenishment	<ul style="list-style-type: none"> • Provide all the equipment the floor may need for the shift, make sure it is properly replenished from the dishwasher 	<ul style="list-style-type: none"> • Knowledge of par stocks for the floor and the kitchen • Knowledge of peak times and slow times to program the work



Specific Tasks Level 1 <u>Steward</u>	Task Elements	Knowledge of
Storage and maintenance of buffet decorations and equipment (if applicable)	<ul style="list-style-type: none"> • Store and keep records of buffet equipment and of its condition 	<ul style="list-style-type: none"> • Knowledge of basic record keeping and log entries • Knowledge of local buffet equipment inventory
Inventory control of cutlery, china and glassware, as well as of buffet equipment	<ul style="list-style-type: none"> • Keep a log on quantities of cutlery, china and glassware according to standards Report all losses or breaks 	<ul style="list-style-type: none"> • Knowledge of basic record keeping and log entries
Buffet and banquet set-up (if applicable)	<ul style="list-style-type: none"> • Set up banquet and buffet equipment according to standards 	<ul style="list-style-type: none"> • Knowledge of basic banquet and buffet setups • Be able to follow diagrams and instructions from supervisors



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Specific Tasks Level 1 Dishwasher	Task Elements	Knowledge of
Clean and sanitize cutlery, china, glassware, pots, pans and utensils	<ul style="list-style-type: none"> • Properly organize and manage workload as to critical elements first • Separate restaurant equipment from kitchen equipment so it does not get too soiled • Follow proper procedures for cleaning and sanitizing equipment 	<ul style="list-style-type: none"> • Knowledge of critical paths in the equipment during preparation, service and shutdown • Knowledge of proper cleaning procedures general and local
Operate dishwasher and other related equipment	<ul style="list-style-type: none"> • Properly operate dishwashing equipment for maximum efficiency • Replenish soap, drying agents and other chemicals in the machines • Change the water in the machine periodically (refer to operating manual) 	<ul style="list-style-type: none"> • Knowledge of the operating manual for all machinery used • Knowledge of replenishing procedures according to operating manual of machinery
Supply kitchen and restaurant with clean equipment	<ul style="list-style-type: none"> • Keep a constant supply of clean equipment available to kitchen and restaurant, keeping in mind critical elements for example, glassware, cutlery and china 	<ul style="list-style-type: none"> • Knowledge of peak times and restaurant and kitchen critical paths



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Core Tasks for the level (Level 2)	Task Elements	Knowledge of
Basic administration	<ul style="list-style-type: none"> • Be able to follow a work plan established by supervisors • Be able to produce simple reports on activities and tasks 	<ul style="list-style-type: none"> • Work plan templates, priorities set by local operational procedures • Local standards for reports
Basic supervisory skills	<ul style="list-style-type: none"> • Ensure that proper procedures are being followed Be it in production or maintenance • Impart minimum instruction and supervision of apprentice and/or dishwashers • Be able to follow a preventive maintenance plan • Produce simple performance reports on apprentice and/or dishwashers 	<ul style="list-style-type: none"> • Local policies and procedures for pertaining jobs • Basic supervisory knowledge, basic human relations and local policy for harassment • Knowledge of preventive maintenance plan, and standard operating procedure for the same • Local standards for reports
Inventory control and administration	<ul style="list-style-type: none"> • Be able to take inventory on station equipment and goods • Report on equipment malfunction or breakage • Produce simple reports on preventive and emergency maintenance of equipment 	<ul style="list-style-type: none"> • Basic mathematical skills • Local policy on breakage and/or equipment malfunction • Local Standards for reports



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Specific Tasks Level 2 Cook	Task Elements	Knowledge of
Follow recipes/instructions by chef de partie	<ul style="list-style-type: none"> • Follow instructions and standard recipes provided by supervisors • Increase or reduce recipes with the appropriate proportions • Report on number of recipes produced in a given time frame • Calculate time of production for given recipes 	<ul style="list-style-type: none"> • Full knowledge of local standard recipes and procedures • Basic mathematical skills Measures and conversion ratios, both metric and English • Reporting skills, written and oral • Full knowledge of local cooking methods and recipe ingredients
Prepare plates as to menu specifications Recipe and photo	<ul style="list-style-type: none"> • Follow standard recipes and presentations to match standards • Prepare decorations and garnishes in advance, arrange in plate according to standards • Identify menu items and garnishing responsibilities e.g. "The waiter, sprinkles the parmesan on the pasta at the table" 	<ul style="list-style-type: none"> • Full knowledge of local standard recipes and presentations • Plate presentation standards, Garnish principles and product characteristics • Full knowledge of chain of command and breakdown of responsibilities



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Specific Tasks Level 2 Cook	Task Elements	Knowledge of
Operate more sophisticated equipment, such as steamers, kettles, convection ovens, deep fat fryer, etc	<ul style="list-style-type: none"> • Be familiar with the safe operation of other equipment • Know emergency procedure in case of equipment malfunction • Use safe working practices with this equipment • Perform minor preventive maintenance according to local plan • Use correct working temperatures for each piece of equipment • Use correct piece of equipment for each type of job 	<ul style="list-style-type: none"> • Full knowledge of operating manual of equipment • Operating manual of equipment • Local emergency procedures • Operating manual of equipment, local policies on safety • Operating manual of equipment • Preventive maintenance plan and breakdown of responsibilities • Operating manual for equipment • Knowledge of all products used and characteristics • Knowledge of equipment applications and correct use
Prepare "Mise-en-place" for his/her area	<ul style="list-style-type: none"> • Check mise-en-place before beginning work • Identify when any item in the mise-en-place is running low Not when its already finished • Identify different mis-en-place for different stations and/or times of day 	<ul style="list-style-type: none"> • Elements and mise-en-place preparation E.g. minced onions, minced garlic, herb mixture, salt and pepper etc • Mise-en-place par stock, locally established • Operation and procedures for different stations and different times of day Mise-en-place won't be the same for breakfast as for dinner or for garde manger and saucier



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Specific Tasks Level 2 Cook	Task Elements	Knowledge of
Intermediate cooking methods	<ul style="list-style-type: none"> • Comfortably apply intermediate cooking methods Generally cooking methods that are combined or require more than one step E.g. braising, blanching & roasting etc • Carefully control the temperatures and time required for different foods 	<ul style="list-style-type: none"> • Local standard recipes and cooking methods Equipment needed and product characteristic • Local standard recipes and cooking methods
Intermediate food prep	<ul style="list-style-type: none"> • Food prep that requires more skill such as decorations, Fish de-boning, Trussing fowl, frenching bones etc 	<ul style="list-style-type: none"> • Procedures for complex preparations, theoretical and practical Full knowledge of local menu and standard recipes
Storage procedures	<ul style="list-style-type: none"> • Responsible for storing mise-en-place in a safe and practical manner • Responsible for storing foodstuffs in use in his/her station • Identify when food to be prepared may be off or posses any danger to the consumer 	<ul style="list-style-type: none"> • Local policy on storage, product perishability and containers used • Local policy on storage and product perishability • Characteristics of fresh products and point to look for in dangerous items E.g. clams, fish, meat etc



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Specific Tasks Level 2 Assistant Chief Steward	Task Elements	Knowledge of
Supervise team of dishwashers and stewards	<ul style="list-style-type: none"> • Aid in the preparation of rosters and schedules • Ensure teams are using proper procedures in the performance of their duties • Report on all employee anomalies E.g. tardiness absenteeism and/or accidents • Ensure and promote a healthy, safe work environment 	<ul style="list-style-type: none"> • Teamwork schedules and employee availability • Basic labor law regulations for overtime and scheduling • Local policies and procedures • Local policy for tardiness and absenteeism • Back ups available in case of employee no-shows • Accident and emergency procedures (Local) • Safety standards, basic employee motivation • Local rewards program
Check equipment is in proper working order	<ul style="list-style-type: none"> • Perform periodic spot checks on equipment • Ensure equipment is being properly utilized 	<ul style="list-style-type: none"> • Equipment operating manual • Spot check schedule • Proper operating procedures for equipment



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Specific Tasks Level 2 Assistant Chief Steward	Task Elements	Knowledge of
Check glassware, china and cutlery to ensure it is up to standards	<ul style="list-style-type: none"> • Perform periodic spot checks on G,C,C • Remove any that is not up to standards • Report on all equipment that is removed • Schedule and perform periodic deep cleaning or preventive maintenance on G,C,C 	<ul style="list-style-type: none"> • Glassware, cutlery and china standards E.g. Glassware not stained, China not chipped, cutlery brilliant and without noticeable scratches • Local policies on decommissioning equipment • Local reporting criteria • Deep cleaning schedule • Deep cleaning procedures E.g. Glassware polishing (with solvent products or vinegar) Cutlery polishing machinery or products, Bleaching china etc • Preventive maintenance plan
Report on inventory and equipment status	<ul style="list-style-type: none"> • Take periodic inventory according to local policy • Assess and Report equipment status according to local policies and standards 	<ul style="list-style-type: none"> • Local policy on inventory Periods for inventory • Reporting criteria, policies and standards for equipment



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Specific Tasks Level 2 <u>Assistant Chief Steward</u>	Task Elements	Knowledge of
Perform minor repairs in case of malfunction	<ul style="list-style-type: none"> • Minor equipment malfunction such as clogged drains or a foreign object stuck in the dishwasher • Changing of the soap, sanitizing and bleaching containers in the dishwasher • Other kitchen equipment requiring minor attention 	<ul style="list-style-type: none"> • Equipment operating manuals • Minor repair procedures as dictated by maintenance dept or manufacturer rep • Operating manual for equipment • Operating manual for equipment
Report major repair needs for quick action	<ul style="list-style-type: none"> • Identify nature and magnitude of repair • Notify adequate department or repair service • Supervise and asses the equipment is working properly after repairs 	<ul style="list-style-type: none"> • Operating manual for equipment • Major repair characteristics • Local policy on inter-departmental communication • Operating manual for equipment and correct operation
Aid in the preparation of preventive maintenance plan	<ul style="list-style-type: none"> • Attend periodic planning meetings with supervisor for the development and follow up of preventive maintenance plan • Offer expertise in the operation of equipment in the development of preventive maintenance plan 	<ul style="list-style-type: none"> • Meetings Schedule • Preventive maintenance plan • Operating manual for equipment



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Specific Tasks Level 2 <u>Assistant Chief Steward</u>	Task Elements	Knowledge of
Supervise and aid in the set-up of buffets, banquet and clean up	<ul style="list-style-type: none"> • Revise work orders and BEO's daily for planning and executing orders • Provide assistance to steward team in the set up of work orders • Provide inventory information for general equipment and decorations available in the department 	<ul style="list-style-type: none"> • Local work order and BEO structure and procedure • Daily activity log/board • Local Standards for setups • Inventory of equipment available



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Core Tasks for the level (Level 3)	Task Elements	Knowledge of
Intermediate administration	<ul style="list-style-type: none"> • Prepare simple reports on department administration • Refer to departmental budget and address issues • Offer insight in the preparation of departmental budget 	<ul style="list-style-type: none"> • Local reporting criteria • Full knowledge of departmental budget and expectations • Intermediate administration skills Budget history and forecasts
Supervise departmental operation	<ul style="list-style-type: none"> • Prepare daily, weekly and monthly work plan • Assess employee performance • Aid in departmental operations when needed • Ensure SOP's are being followed 	<ul style="list-style-type: none"> • Knowledge of work-plan preparation and local reporting criteria • Employee performance standards • Full knowledge of departmental procedures • Full knowledge of local SOP's
Report on operations	<ul style="list-style-type: none"> • Prepare report on productivity, general operating issues, equipment status etc • Prepare budget operation statements • Report on performance according to local standards • Report on breakage 	<ul style="list-style-type: none"> • Local reporting criteria SOP's and equipment operating manuals • Full knowledge of the budget • Local performance standards • Local reporting criteria • Local policy on breakage • Inventory par stock



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Core Tasks for the level (Level 3)	Task Elements	Knowledge of
Aid in development and follow up of standard operating procedures	<ul style="list-style-type: none"> • Offer insight in the development of SOP's • Enforce SOP's in daily operations 	<ul style="list-style-type: none"> • Full knowledge of local SOP's • Full knowledge of local SOP's
Inventory control	<ul style="list-style-type: none"> • Program and supervise periodic inventory • Report on inventory and possible discrepancies • Address inventory discrepancies, and enforce cost control criteria 	<ul style="list-style-type: none"> • Inventory procedures Local SOP's • Local reporting criteria Intermediate mathematical skills • Inventory procedures, par stocks, basic cost control procedures Intermediate mathematical skills
Basic training and development of department personnel	<ul style="list-style-type: none"> • Follow training and development plan for department • Address issues in training and development needs • Offer insight in training and development issues 	<ul style="list-style-type: none"> • Local training and development plan • Train-the-trainer knowledge • Local training and development plan
Basic HR operations knowledge	<ul style="list-style-type: none"> • Offer insight in human resources issues, such as employee dissatisfaction • Prepare time sheets and report on anomalies • Prepare schedule for department • Control key issues such as overtime and vacation time 	<ul style="list-style-type: none"> • Basic leadership abilities • Basic human resources operations knowledge • Local time sheet standards Basic mathematical skills • Scheduling criteria Local labor laws • Local labor laws, local policy on key issues



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Specific Tasks Level 3 <u>Chef de Partie</u>	Task Elements	Knowledge of
Plan and prepare Menus and/or menu items	<ul style="list-style-type: none"> • Aid Chef in the planning and preparation of new and/or special menus • Instruct subordinates in preparation of new and/or special menus • Assess equipment needs in preparation of new menus • Offer expertise in the presentation/ decoration of new menu items • Offer expertise as to the availability of raw materials in the planning of new menu items 	<ul style="list-style-type: none"> • Menu planning principles, basic nutritional guidelines, raw materials prices and basic mathematical skills • Basic leadership skills, full knowledge of menu items and preparations • Advanced knowledge of equipment, its operation and applications • Advanced knowledge of plate presentation and decoration Keen sense of aesthetics • Advanced knowledge of local crop cycles and product availability



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Specific Tasks Level 3 Chef de Partie	Task Elements	Knowledge of
Assist in preparation of work orders and/or BEO's	<ul style="list-style-type: none"> • Prepare Monthly, weekly and daily work-plan, in accordance with BEO's • Divide workload between station team for maximum efficiency and timeliness • Offer insight in the preparation and planning of work orders and BEO's 	<ul style="list-style-type: none"> • Local reporting criteria Deep knowledge on BEO and work order preparation Full knowledge of menu items and preparations • Basic organizational skills Full knowledge of the menu preparation process • Full knowledge in the BEO preparation process
Use advanced cooking methods and preparations	<ul style="list-style-type: none"> • Train team in advanced preparations and cooking methods, E.g. Soufflés, Yeast fermentation principles etc • Demonstrate mastery of advanced cooking methods and plan menus accordingly • Assess the use of advanced cooking methods as to time and practicality 	<ul style="list-style-type: none"> • Train the trainer course Full dominion over the advanced cooking processes • Train the trainer course Menu planning skills and mastery of advanced cooking methods • Mastery of advanced cooking methods
Train subordinates and apprentice on methods and preparations	<ul style="list-style-type: none"> • Plan periodic training sessions • Maintain up to date knowledge on modern uses of products and preparations 	<ul style="list-style-type: none"> • Train the trainer course Organizational skills • Continuous updating via Internet, magazine suscriptions, seminars, competitions, etc.



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Specific Tasks Level 3 Chef de Partie	Task Elements	Knowledge of
Develop new menu items	<ul style="list-style-type: none"> • Provide creative insight in the proposition of new menu items • Maintain up to date knowledge of new trends and preparations • Assist Chef in the development of new menu items 	<ul style="list-style-type: none"> • Menu design skills, full knowledge of local products and their availability • Continuous updating via Internet, magazine subscriptions, seminars, competitions etc. • Menu design skills, strong teamwork traits
Supervise and control waste	<ul style="list-style-type: none"> • Use proper waste criteria • Train subordinates on proper waste criteria • Make a consistent effort in minimizing waste • Enforce waste policies, encourage subordinates to become actively involved in waste reduction 	<ul style="list-style-type: none"> • Local policy on waste • Environmental consciousness • Train the trainer course • Environmental consciousness • Local waste policies, train the trainer course • Basic motivational skills
Supervise production and time lines	<ul style="list-style-type: none"> • Actively participate in production • Encourage employees to work in an organized, expedite fashion • Keep in mind timelines for production, aid and/or enforce timelines to be kept 	<ul style="list-style-type: none"> • Full mastery of production process • Basic organizational skills Train the trainer course • Full mastery of production process



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Specific Tasks Level 3 Chief Steward	Task Elements	Knowledge of
Responsible for all equipment in storage, production and service	<ul style="list-style-type: none"> • Prepare, revise and report on inventory periodically • Assess departmental needs for equipment • Spot check to see if equipment is being properly used • Maintain up to date information as to new equipment available, new technologies, advances, etc • Prepare preventive maintenance plan with the aid of Assistant Chief Steward 	<ul style="list-style-type: none"> • Local reporting criteria, Inventory techniques, advanced mathematical skills • Equipment specifications, forecasts and business plan • Equipment operating manuals • Subscriptions to periodicals and magazines, seminars etc • Equipment operating manual, procedures, warranties • Maintenance fundamentals
Maintain inventory par stocks	<ul style="list-style-type: none"> • Prepare par stock report with the aid of Executive Chef and Maître d' Hotel • Research Equipment companies for best prices and terms • Maintain equipment breakage and decommissioning log • Prepare and assess orders for new and replacement equipment 	<ul style="list-style-type: none"> • Par stock standards, equipment high and lows • Purchasing standards and protocols Catalogues and updated product information • Local reporting criteria • Purchasing protocols, reporting criteria
Report on equipment status, anomalies or special needs	<ul style="list-style-type: none"> • Prepare Equipment reports according to local policies • Revise work plan and/or BEO's for special needs 	<ul style="list-style-type: none"> • Local reporting criteria • BEO preparation Special functions and décor



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Specific Tasks Level 3 Chief Steward	Task Elements	Knowledge of
Effectively manage all staff	<ul style="list-style-type: none"> • Program "Train-the-trainer" courses • Prepare development plan for department employees • Handle all staff grievances • Revise time sheets report and take action on all anomalies • Manage inter-departmental relations 	<ul style="list-style-type: none"> • Advanced "Train-the-trainer courses" • Training and development seminars and courses • Basic human relations skills • Local time sheet reports and policies • Inter-departmental communications protocol
Prepare departmental budget	<ul style="list-style-type: none"> • Forecast expenditures taking into account equipment degeneration • Forecast personnel requirements taking into account peak seasons and off seasons • Refer to budget history as a starting point for budget preparation 	<ul style="list-style-type: none"> • Equipment operations manual, advanced mathematical skills • Budget history, planned and real Personnel requirements • Budget history, planned vs. real
Prepare action plan according to forecast and special needs	<ul style="list-style-type: none"> • Assemble monthly, weekly and daily work plan • Refer to special activities such as banquets, conventions, parties, etc, for additional equipment and personnel • Report on work plan periodically 	<ul style="list-style-type: none"> • Intermediate time management skills • Strong organizational and human relations skills • Local reporting criteria



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Specific Tasks Level 3 Chief Steward	Task Elements	Knowledge of
Use creativity in the set-up for banquets and/or Buffets	<ul style="list-style-type: none"> • Try new different approaches to set ups according to local standards and policies • Thoroughly instruct employees on set ups and buffet decorations • Maintain up to date information on trends and new products for banquet set up and buffet montage 	<ul style="list-style-type: none"> • Up to date information on trends and new products • Advanced “Train-the-trainer” courses • Magazine subscriptions, periodicals, Internet, seminars etc.
Manage departmental HR	<ul style="list-style-type: none"> • Prepare and report time sheets • Address any work issues employees may have • Schedule vacation time for all employees • Control overtime • Aid in the preparation of Job Specifications and Job Descriptions • Maintain turnover ratios as low as possible • Aid in the training and development of all employees 	<ul style="list-style-type: none"> • Basic HR operations knowledge • Local labor laws • Local labor syndicates or union rules • Local labor pool and employee availability • Local training and development program



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Specific Tasks Level 3 <u>Chief Steward</u>	Task Elements	Knowledge of
<p>Aid in the preparation of Standard Operating Procedures</p>	<ul style="list-style-type: none"> • Determine procedures for each Job Unit E.g. washing dishes, moping floor, prepping a banquet room etc • Set standards for procedures E.g. rack of dishes must be spotless when dry, with no residue whatsoever, stored ten to a column, etc • Compile standards into understandable working models 	<ul style="list-style-type: none"> • Strong organizational and operational skills • Local standards, general standards for SOP's • Strong organizational skills ability to express ideas in a clear and concise manner



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Core and Specific Tasks for the level (Level 4) <u>Sous Chef and/or</u> <u>Working Chef</u>	Task Elements	Knowledge of
Menu planning and design	<ul style="list-style-type: none"> • Research new recipes • Design new menu items and research their possible applications • Research seasonal products and plan accordingly • Cost recipes 	<ul style="list-style-type: none"> • Current trends and product availability • Menu design principles, Product specifications and availability, marketing principles • Cost control principles, advanced mathematical skills
Purchasing	<ul style="list-style-type: none"> • Research suppliers and ask for bids • Develop purchasing specifications • Provide suppliers with purchasing specifications 	<ul style="list-style-type: none"> • Local supplier bid policies Local supplier contacts • Product identification and characteristics
Cost control	<ul style="list-style-type: none"> • Produce cost control reports (if applicable, only for smaller operations) • Analyze cost control report looking for leaks • Advise on cost control procedures for maximizing profits • Establish cost control policy 	<ul style="list-style-type: none"> • Cost control protocol and local reporting criteria • Cost control systems and programs, most common faults and leaks • Local reporting criteria, profit generation • Cost control systems



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Core and Specific Tasks for the level (Level 4) <u>Sous Chef and/or</u> <u>Working Chef</u>	Task Elements	Knowledge of
Staffing	<ul style="list-style-type: none"> • Determine staffing needs • Develop job descriptions and job specifications 	<ul style="list-style-type: none"> • Staffing guidelines, local trends and seasons • Job description program (PC) or seminars
Management responsibilities	<ul style="list-style-type: none"> • Develop a goal-oriented and productivity work plan • Develop communications channels between departments • Develop SOP's for department 	<ul style="list-style-type: none"> • Local mission statement and business plan • Local protocol on communications and systems to be used • Production processes for department
Budget	<ul style="list-style-type: none"> • Assist in the preparation of the budget • Follow budget preparation procedures • and criteria 	<ul style="list-style-type: none"> • Previous budgets and year's results • Forecasts • Local budget preparation criteria



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Core and Specific Tasks for the level (Level 5) Executive Chef	Task Elements	Knowledge of
Plan and develop new menus	<ul style="list-style-type: none"> • Plan and develop all menus for the different outlets and/or service requirements (hours of operation) • Establish contact with suppliers for materials and equipment • Aid in the daily production and operation • Maintain database of recipes and possible items to be included in menus 	<ul style="list-style-type: none"> • Full mastery of menu design, planning and production Full knowledge of outlet concept and service requirements • Ample supplier contacts and product knowledge • Full mastery of operational processes • Computer literate in intermediate programs such as; databases, word-processing and spreadsheets • Ample references to recipes and menu items
Supervise department heads	<ul style="list-style-type: none"> • Schedule regular meetings with sous-chef and chefs de partie for planning, forecasting and status reports • Prepare performance reports and all subordinates • Research training opportunities and plan for staff training • Develop and supervise Standard Operating Procedures 	<ul style="list-style-type: none"> • Advanced organizational abilities, forecasting and human relations • Local performance standards and local reporting criteria • Ample training knowledge and organizational abilities • Full knowledge on culinary operations
Prepare budget	<ul style="list-style-type: none"> • Prepare annual budget • Periodically report on Budget comparisons 	<ul style="list-style-type: none"> • Advanced administrative skills and mathematical calculations • Local reporting criteria and full dominion on budgetary matters



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Core and Specific Tasks for the level (Level 5) Executive Chef	Task Elements	Knowledge of
Manage division's communications	<ul style="list-style-type: none"> • Determine division's communications systems and protocols • Maintain communications processes updated and flowing • Ensure all departments are following communications guidelines properly 	<ul style="list-style-type: none"> • Local communications protocol and systems • Supervisory skills, communications abilities • Supervisory skills and communications abilities
Cost control	<ul style="list-style-type: none"> • Ensure waste is being managed and disposed of properly • Prepare and follow up on cost control systems adequate to operations • Maintain and enforce strict cost control discipline 	<ul style="list-style-type: none"> • Waste management and disposal, local laws and environmental concerns • Cost control systems and operations • Supervisory and management skills
Offer expertise in marketing strategies and campaigns	<ul style="list-style-type: none"> • Prepare marketing strategies for the outlet (s) • Develop and implement marketing plan according to goals • Establish pricing strategy 	<ul style="list-style-type: none"> • Advanced marketing, promotion and sales • Full dominion on up to date pricing and costing systems and strategies



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Core and Specific Tasks for the level (Level 5) Executive Chef	Task Elements	Knowledge of
Human resources management	<ul style="list-style-type: none"> • Establish and implement an organizational development plan • Follow up on staff grievances • Supervise time sheets and schedules • Revise and correct payroll • Supervise development of Job descriptions and specifications 	<ul style="list-style-type: none"> • Organizational development plans and strategies • Crisis management and human relations • Local labor laws and regulations • Local laws and regulations, policies on overtime, vacation sick leave etc



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