

**External Vacancy**  
**Head Chef – Kruger Station and Kruger Shalati**

JOB DESCRIPTION				
SECTION A: JOB INFORMATION SUMMARY				
JOB TITLE	Head Chef – Kruger Station and Kruger Shalati			
DIVISION	Kitchen Shalati Precinct – Kruger Station and Kruger Shalati			
JOB GRADE	Highly Skilled			
POSITION IN THE COMPANY				
Reports to: (title)	Number of direct subordinates	Positions of direct subordinates	Overall staff compliment	Number of third party staff (e.g. Contractors)
Operations General Manager: Gavin Ferreira	60	All Kitchen positions, all restaurant management	192	TBD
Position above reports to: CEO of Kruger Shalati				
Position above reports to: CEO				

SECTION B: PRIMARY PURPOSE OF THE JOB
<p><i>Why the job exists (purpose and overall responsibility) in a sentence or two. This should be unique to this job and <u>not</u> generic so that it fits other jobs in the organisation.</i></p>
<p>The Head Chef is responsible for developing, implementing and monitoring the strategic direction and annual plans for Kitchen and Stewarding operations befitting a LUXURY restaurant food offering. This includes developing and proposing the supporting budgets, manning needs and CAPEX/OPEX requirements. The Head Chef works closely with the senior leadership team to ensure the Kitchen and Stewarding operations are aligned and support the wider objectives of the organisation.</p> <p>The role creates the systems and conditions that enable the kitchen and stewarding teams to provide guests with outstanding food products that are professionally presented and of exceptional quality, nutrition, taste, food safety, culturally sensitive and responsive to individual needs. The Head Chef needs to monitor, track and record all standards of running a restaurant like cleanliness, hygiene, storage, distribution, production, food safety, best practices and best processes are delivered inline with what is required of the Culinary Function.</p> <p>The Head Chef is actively involved in attracting, selecting, training, developing and coaching the Kitchen and Stewarding management team while supporting and monitoring the recruitment and development of front line Kitchen and Stewarding employees.</p> <p>The Head Chef ensures effective and continued clear and precise communication with the Management team to make decisions and guide all food production activities across the business.</p> <p>The Head Chef actively stays up to date with developing practices in food production and hygiene, including new machinery and equipment to improve storage, food production, transportation and presentation of food and services.</p>

Key Performance Indicators Section C			
Areas		KPIs	
1. Customer Related		<ul style="list-style-type: none"><li>▪ Delivering excellent and personal service to the guests and deliver consistent and efficient meals to all.</li><li>▪ Appreciation and proactive response to complaints received about food from guests</li><li>▪ Online reputation for culinary excellence</li></ul>	
2. People Related		<ul style="list-style-type: none"><li>▪ Effectiveness of coordination between kitchen, stewarding, purchasing and food and beverage teams</li><li>▪ Development of a ‘bench-strength’ of culinary expertise through the development of people – Succession</li><li>▪ Includes using Head Chef as part of the Marketing Strategy</li></ul>	
3. Process Related		<ul style="list-style-type: none"><li>▪ Adhere to high food safety standards and audit requirements</li><li>▪ Strive to find better methods to improve production and productivity</li><li>▪ Develop best practices, prices and offering with procurement team</li></ul>	
4. Finance Related		<ul style="list-style-type: none"><li>▪ Achievement the Cost of sales and Gross Profit margins set</li><li>▪ Manage kitchen expense budget</li><li>▪ Maintain kitchen equipment and facilities inline with acceptable “wear and tear”</li></ul>	
SECTION C: DETAILED KEY ACCOUNTABILITIES			
Key Performance Areas	Tasks	Key Performance Measures	Weight
<ul style="list-style-type: none"><li>▪ General Responsibilities</li></ul>	<ul style="list-style-type: none"><li>▪ Develop the policies, processes and standards that will ensure high quality food is provided to guests</li><li>▪ Develop and implement processes to understand the food needs, dietary requirements and expectations of guests</li><li>▪ Develop and offer a variety of foods, including ethnic specialties and rotation of menus which include seasonal offerings that deliver a range of healthy, authentic, safe and appealing dishes to guests to meet and exceed their expectations</li><li>▪ Provide a variety of food and changes in menus that cater for occupants' preferences, dietary requirements and seasonal trends</li><li>▪ Prepare detailed standard recipes to control and ensure consistency of food production</li><li>▪ Ensure that recipes and pictures of presentation of dishes are readily available for reference to employees who produce and present the relevant dishes</li><li>▪ Monitor and manage the quality and quantity of all food products served</li><li>▪ Identify suitable suppliers and wherever possible support the local sourcing of foodstuff</li><li>▪ Propose new and innovative foods to be included in the offering</li><li>▪ Ensure food is made available and guests (banquet,</li></ul>		<div></div>

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	<p>buffet or individual order) at locations requested by residents within the full operating hours</p> <ul style="list-style-type: none"> <li>▪ Develop and train team to deliver the quality of service to the kitchen.</li> <li>▪ Ensure that full team from ordering, delivering, requisitioning and producing follows the correct food hygiene standards.</li> <li>▪ Create and control deep cleaning schedules</li> <li>▪ Manage all functions of the team and the smooth running of the hotel.</li> <li>▪ Establish and maintain effective working relationships with suppliers of food supplies to ensure best pricing and procurement.</li> <li>▪ Supports local Black owned producers and purveyors of foodstuff and supplies wherever practical and possible, in compliance of the company B-BBEE initiatives</li> <li>▪ Develop with purchasing and stores operations accurate par stocks for kitchen food items</li> <li>▪ Monitor the quality of employee meals, ensuring that employees are provided with regular, nourishing, appealing and safe meals as part of their employment</li> <li>▪ Support the housekeeping function to develop and implement an effective pest control system for kitchen and stewarding areas and monitor and report the effectiveness of the system</li> <li>▪ Utilise any IT systems as specified and required by the organisation</li> <li>▪ Conduct your team within the National Labour law and Human resource Departments.</li> </ul>		
<b>Customer Specific Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Ensure that all products of the kitchen are prepared in a manner that embraces individual preference and special needs</li> <li>▪ Display a polite and gracious manner</li> <li>▪ Deliver impeccable service and food offering to guests</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>People Specific Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Ensure team are trained to meet food and health safety standards</li> <li>▪ Support the Human Resources operations in interviewing and selecting suitable food production candidates for current and future vacancies</li> <li>▪ Support the selection of kitchen and stewarding leaders</li> <li>▪ Train, develop, coach and monitor food production employees to ensure compliance with food safety, safety, security, health and grooming standards</li> <li>▪ Ensure all kitchen and stewarding employees have a documented development plan</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

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	<ul style="list-style-type: none"> <li>Roster and coordinate work schedules in line with work demands and acceptable working hours.</li> <li>Preform all HR function which are required from you like: 1 on 1 meetings and Appraisals.</li> <li>Establish a common vision in the kitchen to strive for perfection.</li> <li>Work with other departments to achieve the best results in offering guests best service and staff best working conditions.</li> </ul>		
<b>Finance Specific Responsibilities</b>	<ul style="list-style-type: none"> <li>Plan any CAPEX and OPEX budgets</li> <li>Work closely with procurement and follow due process in recording sales, losses, shrinkages and procurement.</li> <li>Identify suitable suppliers of kitchen and stewarding equipment and supplies, working if requested with finance and legal teams to develop contractual agreements</li> <li>Manage Food Production Expenditures and Food Costs according to agreed budgets</li> <li>Ensure that kitchen and stewarding teams adhere to purchasing policies and procedures</li> <li>Ensure that kitchen and stewarding teams perform effectively within the limits of their allocated budgets</li> <li>Monitor and manage kitchen and stewarding expenses and operating costs including payroll, equipment and supplies</li> <li>Together with finance, develop and monitor stock controls (First-in, First-out) and stock take for kitchen and stewarding operations items and take action to continually improve financial performance</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Facilities</b>	<ul style="list-style-type: none"> <li>Ensure that all food production and stewarding buildings, rooms, furniture, fittings and equipment are regularly serviced and maintained to the highest standards</li> <li>Contribute and provide advise when choosing kitchen equipment</li> <li>Collaborate with Technical Services to establish and monitor kitchen and stewarding equipment maintenance routines</li> <li>Collaborate with Stewarding to establish cleaning and deep cleaning schedules</li> <li>Develop and monitor processes to ensure that kitchen and stewarding employees work in a manner that limits the risk of damage to buildings, machinery and equipment</li> </ul>		<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>Ensure that all kitchen, food production and stewarding systems, processes and activities comply with relevant local legislation and</li> </ul>		

<b>Legal and Compliance specific responsibilities</b>	<ul style="list-style-type: none"> <li>company rules</li> <li>▪ Ensure that kitchen and stewarding processes and practices comply with food safety, security, safety and chemical safety rules and practices</li> <li>▪ Ensure that all food production and stewarding employees are free from sickness that can be transferred through food</li> <li>▪ Ensure all food handlers and stewards have undertaken a health check and received food safety training</li> <li>▪ Take active steps to ensure private, sensitive and confidential information is not accessible to unauthorised persons for the protection of occupants, guests and fellow employees</li> </ul>		
Additional Duties	<ul style="list-style-type: none"> <li>▪ This Job Description outlines the duties that are typically performed by the jobholder. These duties are not the only duties required for the job and management might assign additional duties from time to time</li> </ul>		□

## SECTION D: KEY RELATIONSHIP INTERFACES

*Relationships with key parties on work related issues*

Internal Relationships	External Relationships
<ul style="list-style-type: none"> <li>• All staff members</li> <li>• All departments</li> <li>• Thebe Group</li> <li>• Thebe Associate companies</li> </ul>	<ul style="list-style-type: none"> <li>• All Suppliers</li> <li>• All Guests</li> <li>• All Agents and Business source</li> <li>• Other regulatory bodies</li> </ul>

### SECTION E: SPECIFIC REQUIREMENTS

*Such as required to work overtime, travel, work in dangerous conditions, etc.*

**The Position will take a lot of engaged Leadership to reach the standards set my management and ensure that training and development of the team is crucial. Long hours and giving extra into the kitchen is all part of the operation.**

This job description is subject to change as the needs of the organization, policies, processes and standards are changed, updated and improved over time.

### SECTION F: DELEGATED FREEDOM TO ACT

*Indicate the limits and controls on this position's authority regarding expenditure, personnel decisions, changing policies or methods, etc. Indicate what types of decisions are typically referred to immediate management for resolution or approval.*

- High level decisions need to be agreed to by your manager before decisions are taken. These include changing suppliers, changing menu, procurement of new equipment, etc.
- This does not include day to day running of the kitchen.
- It is yours to run and deliver and together with Management - we will help grow the offering

### SECTION G: JOB SPECIFICATION

*List of qualifications, experience, training and characteristics required for the job*

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Matric</li> <li>▪ A formal management qualification</li> <li>▪ Bachelor degree and/or diploma in Culinary Arts</li> </ul>
<b>Experience</b>	8 Years' experience in a culinary leadership role Demonstrated extensive previous experience in a luxury hotel, lodge, food and beverage outlet, restaurant or cruise operation.

### SECTION H: COMPETENCY REQUIREMENTS

*List of competencies and skill requirements for each job as per the company's business priorities (not a conclusive list)*

Knowledge	Skills	Attributes/values
<ul style="list-style-type: none"> <li>• Understand the ins and outs of running a kitchen brigade</li> <li>• Understand the remote location and all the challenges which affects the kitchens operation</li> </ul>	<ul style="list-style-type: none"> <li>• Strong training skills</li> <li>• Cooking great food on a consistent basis</li> <li>• Personable, presentable and articulate.</li> </ul>	<ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Self-motivated and deadline driven</li> <li>• Team player</li> </ul>

<ul style="list-style-type: none"> <li>• Have a good understanding of the reporting of all kitchen matters</li> <li>• Understand the stock control take process and how to control any variances</li> <li>• Fully understand the Food safety and Health and Safety in the kitchen</li> <li>• Understanding of Procurement principles and fair understanding of BBBEE legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent administrative skills</li> <li>• Good project management / planning and organisational skills</li> <li>• Solid analytic and reporting skills</li> <li>• Good communication skills</li> <li>• Good time management skills</li> <li>• Good conflict management skills</li> <li>• Strong interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work under pressure</li> <li>• Firm yet respectful and fair</li> <li>• Analytical and assessment ability</li> <li>• Resilient</li> <li>• Tenacious and persistent</li> <li>• Maintain confidentiality</li> <li>• Solution oriented</li> </ul>
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*The above job description is designed to give an overview of the tasks and responsibilities for this position. The Food and Beverage department will however evolve and grow over time to meet practice and market demands. The incumbent will be expected to embrace such changes and rise to the challenge of developing their skills over time.*

To apply for the position, please forward a motivational letter, an updated CV with a picture of yourself to [jobs@krugershalati.com](mailto:jobs@krugershalati.com). Please indicate if you are a Skukuza land claimant with the group name and group number.

**\*\*Please note that only successful candidates will be contacted. Should you not hear from us within 21 working days – please consider your application unsuccessful. Kruger Shalati reserves the right not to fill the position, to postpone or re-advertise the role. Preference will be given to Kruger Land claim beneficiaries.**