**Position Family: Hospitality**

*Catering/Hospitality*

Head Chef [HOS.10001.3](#bookmark168)

Head Waiter [HOS.10003.2](#bookmark169)

Sous Chef [HOS.11001.2](#bookmark170)

Kitchen Hand [HOS.10000.1](#bookmark171)

Chef [HOS.10001.1](#bookmark172)

Waiter [HOS.10003.1](#bookmark173)

Catering Manager [HOS.10002.3](#bookmark174)

Catering Coordinator [HOS.10002.2](#bookmark175)

Catering Assistant [HOS.10002.1](#bookmark176)

# Position title: Head Chef

**Aon Position code: HOS.10001.3**

**Level: 3**

**Responsible for**

Overseeing all operations in the kitchen; menu, training, procurement and costing.

# Report to Supervises

Sous Chef, Head Waiter, Hospitality team staff.

# Main activities

* Liaising with purchasing companies and suppliers for food orders and ensure the kitchen is appropriately stocked.
* Ensuring profit margins are maintained by ensuring the dishes are both creative and profitable.
* Updating new dishes on the menu as per seasonal availability.
* Training and supervising chefs according to restaurant policies.
* Recruiting, training and developing new chefs.
* Ensuring statutory hygiene and food safety standards are met at all times during food preparation and storage.

# Key skills

* Knowledge of inventory procedures, purchasing and costing.
* Excellent managerial and leadership skills along with the ability to delegate tasks efficiently.
* Extensive food and wine knowledge along with a passion for cooking and experimenting with different flavour profiles.
* Excellent time management and communication skills.

# Internal contacts

Wait staff, Kitchen staff, Finance department.

# External contacts

Suppliers, Caterers, Customers.

# Typical experience

At least 10 years culinary experience, with a tertiary degree in a hospitality or culinary course.

# Other comments

**Position title: Head Waiter**

**Aon Position code: HOS.10003.2**

**Level: 2**

**Responsible for**

Monitoring the wait staff and supervising operations to ensure excellent dining experience.

# Report to

Head Chef, Restaurant Manager.

# Supervises

All wait staff.

# Main activities

* Overseeing beverage and food orders and ensuring timely delivery.
* Organise and manage shifts of the wait staff to ensure effective productivity.
* Resolve customer complaints regarding their meal or service.
* Recruit and train new wait staff in food preparation, service and safety procedures.
* Control over table set up and ensure high standard of service is maintained.
* Act in accordance with fire, health and safety regulations and follow the correct procedures when the situation arises.
* Inform customers of daily specials, discounts, special offers.

# Key skills

* Attentive, responsive with excellent communication skills.
* Have excellent knowledge of dining etiquette and customer service.
* Sound knowledge of food and wine.
* Excellent time management and organisational skills.
* Demonstrated ability to manage a team.

# Internal contacts

Wait staff, kitchen staff.

# External contacts

All customers.

# Typical experience

3 - 5 years experience in a restaurant.

# Other comments

**Position title: Sous Chef**

**Aon Position code: HOS.11001.2**

**Level: 2**

**Responsible for**

Assisting the Head Chef in all aspects of operations and control in the kitchen.

# Report to

Head Chef.

# Supervises

Might supervise Chef and kitchen staff.

# Main activities

* Planning, directing and delegating food preparation.
* Work with the Head Chef to produce diversified menus in accordance with the restaurant’s policy and vision.
* Ensuring all dishes are cooked in accordance to health and hygiene procedures and quality control.
* Maintain order and discipline in the kitchen during work hours.
* Ensuring the menu is updated according to changing customer tastes or seasonal materials.
* Managing and updating staff schedules and shifts.

# Key skills

* Tertiary degree in hospitality or culinary course.
* Passion for cooking, experimenting with flavours and commercial acumen.
* Extensive knowledge of food and wine.
* Excellent time management and communication skills.
* Demonstrated ability to work well in teams.

# Internal contacts

Wait staff, kitchen staff.

# External contacts

Suppliers, Caterers.

# Typical experience

6 - 8 years of culinary experience as a Chef.

# Other comments

**Position title: Kitchen Hand**

**Aon Position code: HOS.10000.1**

**Level: 1**

**Responsible for**

Assisting the chefs in preparing and storing food, washing utensils and ensuring cleanliness of the kitchen.

# Report to

Sous chef, Head Chef.

# Supervises

No supervisory responsibilities.

# Main activities

* Wash and clean utensils and ensure they are stored in the correct area.
* Maintain health and hygiene stands in the kitchen and storage space.
* Wash, peel, chop, cut and cook foodstuffs, and help prepare salads and dessert.
* Ensure the trash is disposed as per health and hygiene standards and on a timely basis.
* Clean food preparation equipment, floors and other kitchen tools or areas.

# Key skills

* Ability to work quickly and safely with minimal supervision.
* Excellent time management skills.
* Ability to work under pressure.

# Internal contacts

Kitchen staff, Chef, Sous Chef, Head Chef.

# External contacts

Might be required to liaise with food suppliers.

# Typical experience

Prior experience in a restaurant/kitchen.

# Other comments

**Position title: Chef**

**Aon Position code: HOS.10001.1**

**Level: 1**

**Responsible for**

Assisting the sous chef in all aspects of operations and control in the kitchen.

# Report to

Head Chef.

# Supervises

No supervisory responsibilities.

# Main activities

* Managing stocks and inventory of food supplies.
* Assist the head chef with all aspects of control in the kitchen.
* Ensuring all dishes are cooked in accordance to health and hygiene procedures.
* Liaise with caterers regarding special events.

# Key skills

* Tertiary degree in hospitality or culinary course.
* Passion for cooking, experimenting with flavours and commercial acumen.
* Prior experience in a restaurant/kitchen.
* Sound knowledge of food and flavour profiles.
* Excellent time management and communication skills.
* Demonstrated ability to work well in teams.

# Internal contacts

Wait staff, Kitchen staff.

# External contacts

Suppliers, Caterers.

# Typical experience

3-5 years experience in a similar role.

# Other comments

# Position title: Waiter

**Aon Position code: HOS.10003.1**

**Level: 1**

**Responsible for**

Taking customers' orders, ensuring meals and served on time and as per restaurant policy.

# Report to

Head Waiter.

# Supervises

No supervisory responsibilities.

# Main activities

* Take beverage and food orders and deliver them in a timely manner.
* Collect bills and payments from customers.
* Ensuring all dishes are cooked in accordance to health and hygiene procedures.
* Performing cleaning duties such as sweeping and cleaning the table to ensure hygiene is maintained at all times.
* Inform customers of daily specials, discounts, special offers.

# Key skills

* Attentive, responsive with excellent communication skills.
* Knowledge of food and wine.
* Excellent time management and communication skills.
* Demonstrated ability to work well in teams.

# Internal contacts

Wait staff, kitchen staff.

# External contacts

All customers.

# Typical experience

1. - 2 years experience in a restaurant.

# Other comments

# Position title: Catering Manager

**Aon Position code: HOS.10002.3**

**Level: 3**

**Responsible for**

Overseeing food and beverage services of organisations and businesses, whilst meeting customer expectations, hygiene standards and financial targets.

# Report to

Catering Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* + Overseeing the food and beverage provision for functions and events.
  + Supervising catering and waiting staff at functions.
  + Planning menus in consultation with chefs.
  + Recruiting and training permanent and casual staff.
  + Creating staff shifts schedules and rosters.
  + Ensuring health and safety regulations are strictly observed.
  + Budgeting and establishing financial targets and forecasts.

# Key skills

* + Strong communication and interpersonal skills.
  + Tact and diplomacy along with the ability to lead a team.
  + Experience in improving service delivery.

# Internal contacts

Wait staff, Chef, Catering Assistants.

# External contacts

Customers, Suppliers. **Typical experience Other comments**

# Position title: Catering Coordinator

**Aon Position code: HOS.10002.2**

**Level: 2**

**Responsible for**

To plan, organise and develop the food and beverage services of organisations and businesses, whilst meeting customer expectations, food and hygiene standards and financial targets.

# Report to

Catering Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* + Assistance with the food and beverage provision for functions and events.
  + Planning menus in consultation with chefs.
  + Ensuring health and safety regulations are strictly observed.
  + Assistance with budgeting and establishing financial targets and forecasts.

# Key skills

* + Strong communication and interpersonal skills.
  + The ability to think on their feet and take initiative.
  + Experience in improving service delivery.

# Internal contacts

Wait staff, Chef, Catering Assistants.

# External contacts

Customers, Suppliers. **Typical experience Other comments**

# Position title: Catering Assistant

**Aon Position code: HOS.10002.1**

**Level: 1**

**Responsible for**

Assisting the Head Chef and Catering Manager in all aspects of operations and control in the kitchen.

# Report to

Catering Coordinator.

# Supervises

No supervisory responsibility.

# Main activities

* + Cleaning the kitchen; including washing kitchen appliances, work surfaces, floors and walls.
  + Ensuring chefs are equipped with the food and tools they need.
  + Organise the store room, as well as being responsible for unloading deliveries from suppliers.
  + Assist the catering manager in adequate preparations are made for catering events.
  + Ensuring all dishes are cooked in accordance to health and hygiene procedures and quality control.
  + Recruiting and training chefs and wait staff.
  + Managing and updating staff schedules and shifts.

# Key skills

* + Tertiary degree in hospitality or culinary course.
  + Passion for cooking, experimenting with flavours and commercial acumen.
  + Excellent time management and communication skills.
  + Demonstrated ability to work well in teams.
  + Ability to work efficiently and keep calm, under pressure.
  + High standards of personal hygiene.

# Internal contacts

Kitchen staff, Chef.

# External contacts

Might be required to liaise with food suppliers.

# Typical experience

At least 12 months of similar experience.

# Other comments