

# HOLLYHOCK

**Position:** Lead Cook

**Reports to:** Chef/ Sous Chef

**Start Date:** May

**Hours and Location:** Full-time, Seasonal on Cortes Island

**Starting Wage:** \$26/hour

## ABOUT THE ROLE

Our Hollyhock kitchen team possesses a passion for creating beautiful and delicious foods for a diverse crowd of guests.

This position is responsible for providing the highest quality and maximum production in all areas of food preparation. The Lead Cook is a **team leader**, assisting in managing culinary operations and providing consistent quality food preparation to ensure guest satisfaction. They are responsible for ensuring that the meal is served on time and up to the standards given and for ensuring excellent production resulting in minimal food wastage or spoilage in the kitchen. This position also provides direction and guidance to the 2<sup>nd</sup> Cooks, 3<sup>rd</sup> Cooks, hosts, and other Kitchen Staff.

The Lead Cook can work in a busy environment, has the ability and passion to take ownership to execute tasks, and can competently perform a variety of cooking methods and food preparation tasks.

The Lead Cook organizes their team and meets the production requirements as communicated by the Chef and Sous Chef. The Lead Cook will ensure the meal menus and Restricted Diet details are understood, covered and done correctly. In order to do this, they must maintain good communication with the Chef, the Registration department, and hosting team in regards to the number of guests, special dietary needs and items that they are expected to cook.

The Lead Cook works closely with the hosting team to ensure guest satisfaction and smooth operation of kitchen and other food service areas.

Lead Cooks are accountable for following health and safety standards for the work area at all times, and for reporting and correcting safety hazards. They keep the work area clean and will ensure safe operations of kitchen equipment.

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## Working Conditions

This Position is exposed to continuous deadlines, in a fast paced environment. The kitchen area is an open kitchen with a high level of guest interaction, the position is expected to exercise exceptional interpersonal skills to ensure customer service/satisfaction and dress in a clean presentable uniform. Must be able to lift and carry up to 40 lbs, able to navigate stairs multiple times daily. Must be able to follow company policy in cases of injury or incident, guest complaints/questions, and power outages after hours.

## KEY RESPONSIBILITIES

### **The Lead Cook is a Team Leader**

- Maintain focused, professional, respectful, and constructive communications with the entire kitchen team, the Chef, fellow Hollyhock employees, Hollyhock guests and Teachers.
- Support and assist in the training of new staff.
- Provide Cortes campus leadership support especially when other Managers are unavailable, such as in the evenings.

### **The Lead cook is responsible for upholding guest experience**

- Lead Cooks engage and uphold accountability for all aspects of the guest experience
- Provide patient and respectful response to guests questions
- Ensure the daily restricted dietary needs of guests are met.
- Maintain the general amicable ambience of work areas.

### **The Lead cook is responsible for managing Food Costs**

- The Lead Cook can write and follow recipes, weigh and measure food accurately, and has an understanding of the major techniques and principles used in cooking, baking and pastry.
- Guide daily kitchen staff on aesthetics, conduct, & cooking approach, at all times and ensure food is of the highest quality.
- Awareness of utilizing foods and ingredients that need to be used first.
- Records and notes ingredients in need of restocking, ensuring the entire kitchen has sufficient materials and preparation to meet production requirements.
- Maintain a highly sanitary and organized kitchen, fridge, freezer and all food production areas.

### **The Lead Cook is responsible for managing labour costs**

- Direct the shift's restaurant staff on the day's plan – assigning specific tasks, set up, food preparations, instructing each individual's shift responsibilities, guiding 2nd and 3rd cooks.
- Manage overtime work hours by planning the days work flow, making sure that staff end their shifts on time, and delegating tasks effectively amongst the team.

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## QUALIFICATIONS

- Education/Diploma/Degree in culinary arts and/or equivalent experience of 3 years professional cooking.
- Food Safe certification.

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- Experience with group cooking and buffet service
  - Ability to create delicious, interesting meals and read and follow recipes.
  - Excellent verbal and written communication skills
  - Interpersonal and customer service skills a must.
  - Organizational skills and self-starter abilities.
  - Able to lift and carry up to 18 kg (40 pounds) and able to navigate stairs multiple times daily.
  - Occupational First Aid certification is an asset
  - The successful candidate must be legally able to work in Canada and enjoy living in a remote setting
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