

Position Description

Commis Chef

Effective July 2024

Key Position Information

Department:	Operations - Hospitality
Reports to:	Executive Chef Also supervised / takes direction from Head Chef and Senior Chef de Partie
Direct reports:	Nil, acts as supervisor to Kitchen Hand(s)
Expected hours of employment:	Full Time (80 hours per fortnight)
Primary location:	Queenscliff Ferry Terminal 1 Wharf Street East, Queenscliff

Organisational context

Searoad Ferries employs more than 200 people and moves more than one million customers each year, connecting people and places through excellent experiences that traverse the tourism, hospitality, passenger transport and maritime industries.

We've been operating the iconic Queenscliff – Sorrento car and passenger service since 1987. Our bus tour company Explore Australia / Naturaliste Tours connects customers to amazing tourism and wildlife experiences across Victoria. We also operate Western Port Ferries' services connecting Crib Point to French Island and Phillip Island in Western Port Bay, and Wanderer Adventures – Wilsons Promontory Cruises, located in the pristine environment of Wilsons Promontory National Park.

Our Hospitality Team is growing in line with our re-investment in infrastructure and our state-of-the-art Queenscliff Ferry Terminal includes multiple hospitality spaces – a restaurant, passenger lounge, bars and function spaces – catering for breakfast, lunch, dinner, grab-and-go food options, conferences, and private functions. Re-development of our Sorrento Ferry Terminal is underway which will add to the exciting food and beverage offerings.

The Kitchen Team is overseen by the Executive Chef, and the Commis Chef is an integral member of our hospitality operations, serving high-quality seasonal meals at TARRA Queenscliff, and providing catering to our Maritime Crew, on-board kiosks, external organisations, and for internal events.

Position purpose

The Commis Chef (CC) assists in supervising kitchen team, utilising strong time management and culinary skills to prepare dishes and ensure efficient workflow, quality output, and exceptional customer service.

The role involves maintaining rigorous standards of food hygiene and safety, meticulously following recipes, and ensuring consistency in the taste and presentation of dishes.

Supervising several designated sections of the kitchen, the CC works cooperatively with all kitchen staff, providing direction and support to ensure efficient workflow and timely service.

Working under the direction of the Executive, Chef, Head Chef and Senior Chef de Partie, the CC will assist in mentoring and training team members and will provide other support to the Executive Chef where required, to execute plans that attract and retain customers.

Expectations

Key results area and weighting	Outcomes and standards of performance
<p>Innovation and Industry Leadership 25%</p>	<p>Ensures safe, reliable, efficient and high performing hospitality operations by:</p> <ul style="list-style-type: none"> • consistently adhering to all Company policies and procedures relating to safety and wellbeing of self, employees, contractors, visitors, and customers • working collaboratively with other members of the Kitchen and broader Hospitality Department to ensure all equipment is maintained and fit for purpose • promptly reporting repairs and maintenance issues to Executive Chef, in accordance with procedures • adhering to Company policies and procedures relating to reliability, punctuality, efficiency, and smooth functioning of the Hospitality Department, and the broader ferry service operations • complying with safe work practices by following Company Health, Safety and Environment policies, including Safe Manual Handling techniques, safe use of hazardous chemicals and machinery, using protective clothing and safety equipment where relevant • always following/exceeding hygiene standards in line with health regulations/Food Safety Program • being solutions-focused and working to solve problems efficiently • always following incident reporting policies and procedures • participating in Company-wide emergency drills and training exercises • following instructions from manager / Leadership Team in active emergencies • ensuring all kitchen surfaces, utensils, and equipment are cleaned and sanitised • following storage and labelling procedures • maintaining confidentiality of Company, customer, and employee information / records.
<p>Excellent culture / be the place to work 25%</p>	<p>Contributes to the building of a highly inclusive culture and professional workforce that can successfully deliver on the Company's vision and mission by:</p> <ul style="list-style-type: none"> • always leading by example and demonstrating organisational values • complying with current Occupational Health and Safety legislation and adhering to all Company policies and procedures relating to the safety and wellbeing of employees and customers • actively participating in all relevant business activities such as emergency management training exercises, meetings, training, development opportunities, and information sessions • clearly understanding Company and Department goals and is outcome focused • individual performance is of an excellent standard with relevant skills and knowledge developed through participating in training, performance, and development programs • actively participating in daily toolbox/handover meetings as required • understanding and complying with role responsibilities, Company policies, rosters, and expectations • understanding and respecting cultural sensitives when interacting with customers, colleagues, visitors, contractors, and suppliers • training and mentoring new team members.
<p>More satisfied customers 35%</p>	<p>Consistently applies a high level of customer service and excellence throughout the customer experience chain by:</p> <ul style="list-style-type: none"> • always interacting with customers, colleagues, service providers and visitors with a positive and friendly manner • ensuring all food produced meets the highest standards of taste, quality, and presentation • always striving for efficiency, to ensure all food and catering services are provided to customer expectations • always maintaining a clean and organised work environment • working collaboratively to develop initiatives that contribute to excellent customer experiences • working to the highest standards of quality control to ensure product consistency • ensuring food preparation areas are always maintained to agreed standards of hygiene • always working to promptly resolve customer complaints as they arise • clearly understanding customer expectations and has a focus on adding value to their ferry travel experiences wherever possible • always ensuring work areas and self are always presented in line with Company standards • providing qualitative feedback and recommendations on processes and systems improvements that will enhance operational efficiencies and customer experiences • meeting customer preferences and dietary requirements by carefully reviewing requests, adjusting recipes, and preparing special meals to accommodate accordingly.

Increased Revenue and Profitability 10%	<p>Ensures a high level of scrutiny and responsibility is applied in maintaining cost control through:</p> <ul style="list-style-type: none"> • quality control – maintaining product consistency, ensuring food is prepared to agreed recipes, portion control, temperature, and presentation standards • always maintaining agreed standards of food storage and stock rotation to minimise waste and maintain freshness of food/supplies • accurately using Microkeeper for effective rostering, timesheets and leave applications • regularly participating in continuous reviews, implementing agreed cost savings and efficiencies • accurately ordering supplies to maximise stock rotation while minimising waste.
Reinvest in product development and infrastructure 5%	<p>Gives and openly receives regular and considered feedback on how processes, systems and performance can be improved:</p> <ul style="list-style-type: none"> • actively participates in review of policies and procedures related to safe, efficient, and reliable kitchen operations • works collaboratively with the broader Hospitality Team to implement initiatives that contribute to excellent customer experiences • actively participates in training and development • participates as requested in the development and roll out of new projects and initiatives.

Key relationships

Internal	Chefs Kitchen Team Members Hospitality Operations Manager Food & Beverage Supervisors Duty Manager(s) Front of House Team General Manager Hospitality
External	Suppliers Service Providers Customers

Required credentials

Qualifications and Experience	<p>Essential</p> <p>Demonstrated prior experience as a Commis Chef (or similar) in a high-standard culinary environment Certificate level III in Commercial Cookery (or equivalent) Current Clear National Police Check (or willingness to obtain)</p> <p>Desirable</p> <p>First Aid Certificate Experience in a fast turnaround hospitality environment Purchasing experience (e.g. raw ingredients)</p>
Knowledge and skills	<p>Essential</p> <p>Working understanding of kitchen equipment and food preparation Knowledge of Food Safety Standards</p> <p>Desirable</p> <p>A working knowledge of the hospitality industry Awareness of food receivables and storage practices Knowledge of the tourism and passenger transport sectors Understanding of Searoad Ferries products and services</p>
Qualities	<p>Essential</p> <p>Ability to cultivate positive relationships Able to work collaboratively as part of a busy team Punctual, reliable, and flexible Motivated, self-starter Professional image Customer service-oriented approach Good time management skills A practical and problem-solving outlook Takes pride in completing tasks to a high standard Able to take direction and follow guidelines, policies, and procedures Calm under pressure facing change and challenges with a growth mindset Commitment and ability to work on a rotating roster including weekends and public holidays Readiness to learn and develop other skills as required by the Company</p>

Main duties:

- Prepare and cook dishes in line with assigned station(s) according to recipes and standards
- Direct kitchen team members within assigned station(s) – coordinating daily tasks
- Oversee plating / quality control / presentation of meals in line with assigned station(s)
- Participate in daily handovers
- Daily cleaning and sanitisation of kitchen surfaces, utensils, and equipment
- Collaborate with other sections to ensure seamless kitchen operations
- Conduct regular taste tests and quality checks / Implement feedback from the Head Chef to improve dish quality
- Label and store food
- Monitor and maintain food inventory levels for assigned station(s)
- Assist with inventory reporting
- Assist in ordering supplies and ingredients for assigned station(s)
- Communicate with suppliers to ensure timely and accurate deliveries

Other duties:

- Assist in training and development of staff and participate in performance reviews as required
- Train and mentor new team members
- Assist team in resolving customer complaints in line with procedures / policy
- Support projects and initiatives as directed by the General Manager Hospitality, and Executive Chef
- Other duties, within individual's range of competency, as directed by the General Manager Hospitality

It is not the intention of this position description to limit the scope of accountabilities of the position, but to highlight the most important aspects of the position. The accountabilities described within may be altered in accordance with the changing requirements of the role.