

## HOTEL OPERATIONS

	<b>Job Description</b>		<b>Effective:</b>
<b>POSITION TITLE</b>	Chef Tournant	<b>POSITION GRADE</b>	
<b>MANAGER'S TITLE</b>	Executive Sous Chef	<b>DEPARTMENT/DIV</b>	F&B

### **POSITION SUMMARY:**

The Chef Tournant is a direct link between the Executive Chef, Executive Sous Chef and his/her assigned production areas and outlets. The Chef Tournant's primary responsibilities are to ensure all communication, standards, policies, and expectations are communicated to his/her team and then executed flawlessly. He/she achieves the objectives through communication, organization, and training. The Chef Tournant enables his/her team by ensuring equipment and sanitation standards are always met, supplies and inventories are readily available, expectations are communicated, recipes are current, and training is on-going. The Chef Tournant is expected to be a "hands-on" supervisor who leads his/her team by example. *The Chef Tournant is assigned to be directly responsible for one or more outlets or production areas in the following categories: production, alternative restaurants, buffets, or main galley. The Chef Tournant should expect to be rotated into different areas with or without advance notice in regards business demands and career development. Chef Tournant rotations are at the sole on discretion of the Executive Sous Chef and Executive Chef.*

### **NCL'S PHILOSOPHY OF S.T.Y.L.E. – Service Teamwork and Yes Lead to Excellence**

In accordance with Norwegian Cruise Line philosophy, all team members work together sharing in a common goal of a successful, profitable and innovative company. Team members are to demonstrate integrity, fairness and honesty. These are our core values that we will live by in our daily interaction with all of our external and internal customers. All team members are to demonstrate and role model all the principles of S.T.Y.L.E.

#### **PRINCIPLES OF STYLE**

*Service, Value, Innovation, Shareholder Value, Health/Safety/Environment, Community Involvement*

#### **MOTTO**

*We are selling vacations and delivering dreams*

### **ESSENTIAL FUNCTIONS**

- Ensures all food is prepared fresh and is of the highest quality
- Strictly adheres to all recipes, methods and instructions from supervisor
- Ensures team reports to work on-time and in a clean uniform
- Maintains an organized and efficient flow of production, with regards to changes in forecasts and menus
- Ensures development of team members through on-going training
- Recognizes team members for successful achievements and contributions
- Coaches team members immediately and professionally to minimize deficiencies and provide encouragement
- Responsible for inventories to enable team members to successfully prepare mise en place
- Consistently checks temperatures in foods and follows proper procedures in regards

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to chilling, re-heating, and holding food.

- Maintains and reports waste log to supervisors on a daily/weekly basis
- Checks outlet(s) upon arrival to determine status of outstanding safety, or equipment issues
- Checks outlet(s) prior to leaving to ensure cleanliness, proper disposal/removal of food, and proper storing and labeling
- Maintains USPH/FDA standards
- Communicates and follows-through with appropriate departments to correct sanitation and or equipment issues
- Responsible for accuracy in daily inventories and requisitions
- Ensures proper rotation, storage temperatures, and proper storing procedures are observed
- Communicates with provisions to ensure successful coordination of requisitioning, and return to stocks, including variances, spoilage, and excess inventories
- Ensures all team members are properly equipped with uniforms, supplies, and tools
- Communicates with Food & Beverage team in regards to special events, changes in forecasts, etc.
- Keeps Executive Chef, Chef's Personal Assistant, and Executive Sous Chef apprised of challenges productions and team members
- Ensures recipes are constantly updated to reflect changes created by availability or direction from Executive Chef
- Strives to continuously improve flow of production and all other outputs by submitting ideas in writing to Executive Sous Chef
- Evaluates subordinates every three months
- Continuously monitors food and labor cost in accordance with CBH
- Controls and decreases waste by maintaining logs to submit daily/weekly
- Adjust production levels to meet forecast demands
- Communicates with other departments to adjust production for joint product needs
- Delegates workload to subordinates fairly and consistently while continually striving to improve flow of production
- Adjusts scheduling appropriately in order to attend mandatory meetings
- Schedules regular focus meetings with subordinates to increase communication
- Continually maintains and updates daily and weekly reports in a timely manner

Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.

### DIMENSIONS

- Ability to read, write, and communicate with team members
- Ability to follow standards recipes and convert quantities mathematically
- Ability to taste all foods to assure correct preparation
- Demonstrate a sense of urgency

### NATURE AND SCOPE

Hands-on attitude, leads by example! Always goes the extra mile to ensure passenger satisfaction.

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### QUALIFICATIONS, EDUCATION AND ATTRIBUTES

#### QUALIFICATIONS:

- Strong knowledge of all basic cooking techniques
- Strong knowledge of Classical European, International, and World Cuisine, including cooking philosophies and principles
- Ability to lead in all areas of the galley including buffets, production, alternative restaurants and main galleys
- Flexibility to work any shift in any area of responsibility without notice
- Strong knowledge of herbs, spices, flavorings
- Strong knowledge of all kitchen equipment, tools, and supplies
- Ability to provide leadership, motivation and training
- 1+ year supervisory experience on cruise ship or high volume hotel/restaurant
- 1+ year experience in a high production volume restaurant/hotel
- 1+ year experience in a fine dining or upscale restaurant
- 3+ years of culinary experience (may be combined with formal culinary training)

#### MANAGERIAL/ORGAINIZATIONAL REQUIREMENTS:

- Ability to convert recipes from metric to U.S. and vice versa for both volume and weight
- Ability to utilize both Microsoft Word and Microsoft Excel Programs
- Ability to create and write reports in English in professional and concise terms

#### EDUCATION

- High School Diploma or Equivalent required
- Culinary School 2-4 year degree or foreign equivalency preferred

#### ATTRIBUTES

- Proactive, Team Player, Problem Solver
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates

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**PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.