

Job Description

Job Title:	Cook – Graduate House
Department:	Graduate Student Association- Graduate House
Reports To:	Manager – Graduate House
Jobs Reporting:	NA
Salary Grade:	USG 2
Effective Date:	Nov.1 2017

Primary Purpose

The GH Cook is accountable to the Graduate House Manager (GHM) to ensure high quality food service and efficiency in the Graduate House kitchen. The GH Cook works alongside the GH Supervisor, and casual/part time staff, to uphold the mission/vision/values of the organization, ensure achievement of the GHM's standards, and ensure proper interpretation of procedure. The GH Cook provides skilled labor in the Graduate House kitchen to ensure proper food preparation, presentation, and the timely service of desirable food products. The GH Cook's efforts contribute to the achievement of sales/revenue objectives, the positive experience of Graduate House Customers, and to the Graduate House reputation as a popular lunch/dinner destination. The GH Cook is accountable to the GHM for continuity of food service, including times when there may be an absence of casual/part time staff, absence of the GH Supervisor, and/or on weekends (when scheduled). Weekly hours will reflect volume of business.

Key Accountabilities

Food Preparation & Service

- Facilitate completion of all cooking/food prep duties, outlined in the GH procedural manual
- Prepare and serve food items/meals in a correct and timely fashion- Target wait time is 15-20 minutes maximum
- Ensure all safety and sanitation procedures/standards are completed/upheld as directed by GHM
- Meet all portion control, quality assurance, and performance measures as directed by GHM
- Maintain clean, sanitary and organized workspaces/storage areas
- Ensure all food menu items are available for sale, during all business hours, every business day

Graduate House Culture & Community

- Provide mentorship and coaching for casual/part time kitchen staff- demonstrate examples of "best practices" to emulate
- Maintain and practice personal code of conduct standards outlined by GHM- demonstrate a good example for others
- Assist GHM and GH Supervisor with development of daily/weekly specials, special promotions, and special "food events"
- Collaborate with other team members to maintain, build and improve Graduate House services
- Collaborate with others to build and develop the Graduate House brand/reputation

Communication & Planning

- Communicate effectively with other GH Staff – verbal and written communication
- Report inefficiencies to GHM in a timely, and organized fashion
- Review calendar of events with GHM and GH Supervisor, and assist with preparations for upcoming events/bookings
- Assist GHM and GH Supervisor with inventory counts and ordering, when requested

Required Qualifications

Education

- Some post-secondary and/or college diploma in Culinary Arts is strongly preferred.
- Smart-Serve, AODA, and Food Handler certification is required.
- First Aid and uWaterloo Safety Training Modules training are assets.

Experience

- Extensive work experience in the restaurant/hospitality industry, as a cook, is required.
- Experience with private clubs/university student organizations and demonstrated knowledge of the GSA, and the culture of the Graduate House is strongly preferred.
- The GH Cook must demonstrate skill with the commercial kitchen equipment used in the Graduate House kitchen: Combi-Therm oven, industrial dishwashers, robot-coupe food processors, deli-slicers, induction burners and electric steam tables.
- The GH Cook possesses experience in the restaurant business sufficient to understand pricing/costing strategies and provide useful input into meetings with the GHM and with the GH Supervisor.

Knowledge/Skills/Abilities

- The GH Cook possesses appropriate knife handling skills, demonstrated multitasking ability, time management and strong food preparation skills to ensure an effective operational kitchen during all business hours.
- The GH Cook has developed skills in quick food service and is competent in the role of a short-order cook.
- The GH Cook must be organized, reliable and a trustworthy individual who possesses strong verbal communication skills and works well with others.

Nature and Scope

- **Contacts:** On a daily basis, the GH Cook interacts with Graduate House Customers, Graduate House Employees, Delivery drivers, Plant Operations personnel, and with maintenance/repair people. The GH Cook possesses personal integrity and demonstrates sound judgement in her/his interactions with others. The GH Cook is an approachable individual who maintains composure under stress, and practices appropriate conflict resolution. She/he provides a good example of workplace etiquette for other employees. The GH Cook is an individual with a demonstrated the ability to relate to Graduate Students.
- **Level of Responsibility:** The GH Cook is responsible for food preparation in the Graduate House kitchen, for the cleanliness/organization of work/storage areas during his/her shift. The GH Cook will contribute to a team approach to problem solving, and is accountable to the GHM for delegated tasks. The GH Cook will mentor/coach casual/part-time staff. The position is not a supervisory/management position, but the GH Cook may provide some functional direction to casual/part-time staff in the absence of the GHM and GH Supervisor. The GH Cook is responsible for opening the Graduate House, in the mornings; if/when, the GHM and GH Supervisor are absent.
- **Decision-Making Authority:** The GH Cook makes some culinary creative decisions, including seasoning and presentation of food. The GH Cook provides input to the GHM to assist with menu, product ordering, pricing, and portion size decisions. The GH Cook has authority to plan logistics for position-specific workload and food preparation demands. At times, the GH Cook makes customer service decisions regarding food sensitivity issues and substitutions. On a day-to-day basis, the GH Cook makes choices to ensure timely production of food/meals for customers and minimize wait times.
- **Physical and Sensory Demands:** The GH Cook is able to lift/carry 40lbs and carry large items up/down stairs. She/he possesses the ability/stamina to stand for long periods, without sitting down,

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during peak service times. Attention to detail, in spite of numerous distractions, is critical. Moderate-heavy physical exertion, during peak times, is expected for this position

- **Working Environment:** The Graduate House is a private club, operating a fast-paced restaurant/pub. Three or four casual/part time staff and the GH Cook work in close quarters preparing and serving customers as they line up. The Graduate House has an “open concept” kitchen- the GH Cook interacts with, and is observed by the public as she/he completes job duties in a respectful/considerate manner. Lunch customers can generally expect home cooked meals, served within 15 minutes from purchase (or less). During a typical daily “lunch rush”, the demand is to serve approx. 50 – 100+ customers, while meeting/exceeding expectations. Before/after/during peak times, the GH Cook meets/exceeds food prep-work demands to ensure the kitchen is always operational during all business hours.