**Position Title:** Cook I

**Reports To:** Outlet Chef and Sous Chef

**Location: Mandarin Oriental, Las Vegas**

**Areas Covered**: Kitchen/Culinary

## The Company

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has under development 41 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

# From the General Manager: Our vision

Mandarin Oriental, Las Vegas is a sophisticated sanctuary of modern elegance at the heart of the Las Vegas Strip. Ideally located at the entrance of CityCenter, the 47-story, non-gaming hotel is poised to bring spectacular accommodations, superlative dining, an unparalleled spa, and the legendary service of the renowned Mandarin Oriental Hotel Group to Las Vegas for the first time.

Designed by the award-winning architectural firm Kohn Pedersen Fox, with contemporary interior design by Adam D. Tihany, Mandarin Oriental, Las Vegas offers 392 spacious and luxuriously-appointed rooms and suites and 227 residences. The hotel’s impressive “Sky Lobby” is located on the 23rd Floor, providing a stunning arrival experience with glittering views over the Las Vegas skyline.

A host of stylish dining venues will be offered at Mandarin Oriental, Las Vegas, including a celebrated signature restaurant, an all-day dining establishment, and located on the 23rd floor, the *Mandarin Bar* with stunning views setting the backdrop for a night on the town.

Mandarin Oriental Las Vegas’ success will be through its people. Care and attention has been taken to provide the best possible facilities for our colleagues. It is the hotel’s commitment to provide our colleagues with the best possible training and opportunities to grow within the hotel and the organization. The Colleague Restaurant has natural sunlight and has been designed in the same manner as that of our guest areas. It will be our endeavor to create a very dynamic and caring culture and our colleagues can look forward to a nurturing and progressive work environment.

## Strategic Intent

It is the mission and intent of this position that the incumbent will take ownership of a station and make it their own, cooking exceptional food, organizing and maintaining all standards of quality and cleanliness.

**Organizational Structure**

Reports Directly to the Chef and Sous Chefs

# Duties and Supporting Responsibilities

* Ensure all products are rotating on a first-in, first-out philosophy.
* Ensure all requisitions are processed properly and placed in designated area.
* Maintain a solid knowledge of all food products and is able to skillfully apply culinary techniques.
* Identify and safely use all kitchen equipment.
* Regularly restock all kitchen supplies and food items required for service.
* Properly label and date all products to ensure safekeeping and sanitation.
* Apply basic knife skills required for service.
* Read, measure and execute recipes.
* Maintain a solid menu knowledge and attention to detail with plate presentation.
* Versatile in preparing both hot and cold items.
* Exhibits a solid knowledge, understanding and application of various cooking techniques.
* Assist Master Cook and Cook 2 as needed in execution of service.
* Maintain a solid knowledge, understanding and preparation of base sauces, stocks and soups.
* Effectively communicate with management, chefs and service staff in order to fulfill and address any issues or needs requested by guests and or other employees.
* Performs other job related duties as requested.

#### Success Profile for this Role (Hotel Competencies)

**Customer Focus: The colleague is genuinely pleasant, positive and helpful to both guests and colleagues**

* Confident, helpful and genuine with internal and external customers
* Anticipates guests’ needs and is sensitive to people from all cultures
* Is conscientious and always attentive to detail
* Goes the extra mile
* Has a natural, warm smile and a friendly and passionate approach
* Serves guests with a sense modesty and humility

**Team Player: The** **colleague co-operates and works well with others**

* Understands the service-profit chain concept (e.g. happy colleagues ⇨ happy guests ⇨ profit)
* Demonstrates co-operation within the team and with other departments
* Listens carefully and works well with other colleagues
* Uses resources efficiently
* Has a positive influence on others in the team and clearly enjoys working with people
* Is sensitive to cultural differences and diversity

**Delivers their Best: The colleague is hard working and efficient**

* Has energy and a sense of urgency for his/her work
* Delivers on all expected standards
* Language and communication skills meet the needs of the role
* Open to feedback and self-development
* Resourceful, makes things happen and looks for ways to work ‘smarter’/more efficiently
* Always look their best and displays appropriate body language and eye contact

**Trustworthy and Responsible: The colleague is trustworthy, responsible, demonstrates our culture’s values and philosophy and works in a safe manner**

* Excellent records in attendance and punctuality
* Demonstrates a high level of personal integrity, honesty and trust
* Always works ethically, aligned with MOHG’s Guiding Principles
* Manages own responsibilities and accountability, delivers what is promised
* Is reliable and demonstrates the ability to work without supervision, as required
* Demonstrates knowledge of MOHG Safe & Sound standards and assumes the relevant responsibilities to ensure the safety of self, colleagues and guests
* Demonstrates understanding of our environmental responsibilities and ensures that resources are used wisely in the areas in which he/she works

**Composure: The colleague can handle the pressure and remains calm at all times**

* Able to stay calm under pressure
* Demonstrates maturity and ability to cope with the unexpected
* Never lets personal feelings interfere with delivering the highest standards
* Emotionally stable and mature
* Able to solve every day problems in a calm manner
* Responds with enthusiasm when under pressure or in challenging circumstances

**Being a ‘Fan’/Commitment: The colleague represents the Mandarin Oriental brand well and is a true ‘Fan’**

* Displays an understanding of quality and consistently delivers the Pillars and Department LQE’s
* Encourages guests to return through his/her daily behaviors and actions
* Is committed to his/her job, as well as the Mandarin Oriental brand
* Represents the brand in a professional manner and displays brand loyalty – a true brand ambassador
* Understands and supports the MOHG mission, our vision and our values
* Displays behaviors that reflect our oriental heritage

**Technical Competencies**

* Demonstrates knowledge of HACCP and MOHG FLHSS standards and works in a safe, healthy and hygienic manner at all times
* Demonstrates competence in using equipment, such as knives, machinery (slicers, mincers, ovens) in a safe and competent manner.

**Requirements**

**Mandatory**

* Minimum of 1 year in the culinary department of a luxury hotel or restaurant and / or a culinary degree.
* Basic to good knowledge of Gastronomy including some Asian Cuisine
* Able to handle service and stay organized in a busy restaurant
* Able to work a busy station
* Able to follow recipes
* Quick learner who wants to experience all the stations and cuisines.
* Able to work within the guidelines of the Companies Fire, Life and Safety Program and transfer the knowledge to Colleagues.
* Quality driven with a passion for excellence.
* Approachable, open-minded and fair

**Desirable**

* Advanced HACCP certification or equivalent
* Additional languages
* Working knowledge of computers and basic software
* Knowledge of other cuisines is a plus

Each of the items listed is considered an essential function of the position.  However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position.  The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities Act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company.  Employees or applicants should direct requests for accommodation to Director of Human Resources.