| logo-MOWAS |  |
| --- | --- |

**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 underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Set at the heart of the US capital between Maine and Maryland Avenues and 12th and 14th Streets, SW, Mandarin Oriental, Washington DC has redefined luxury in the city. Just streets away from the nation’s most revered monuments and the Smithsonian Institution, the hotel is also within easy reach of Capitol Hill and the White House.

**Strategic Intent**

It is the mission and intent of this position that the incumbent will assist in providing the Management and Leadership of the culinary team and ensure smooth running of food production operations and maintain standards within budget and culinary areas

**Scope of Position**

Daily communication between all Culinary/F&B/operational department is very essential. Internal & external communication is of utmost importance. Respect and communication will promote an excellent environment in which to work and will provide for your guests a welcome feeling. You are expected to be a "team player," anticipate guest needs, and provide guests & colleagues with a friendly experience. Work with the Spirit of cooperation to achieve our Goals

**Organizational Structure**

The Executive Sous Chef reports to the Executive Chef while providing support and leadership to the culinary operation in major areas of the hotel operations.

**Duties and Supporting Responsibilities**

* The Executive Sous Chef will operate of the Number Two in the Culinary Leadership structure and provide leadership and guidance to the Culinary staff, Sous Chefs and Stewarding Department of the Hotel.
* Assist and help coordinate all menu planning and implementation
* Ensure food standards and presentation are maintained and always improved
* Organize food production in an cost effective and hygienic manner
* Attend meetings in conjunction with or at the direction of the Executive Chef
* Will serve as a primary liaison with the union on employee relations issues
* Provide leadership and guidance to the Garde Manager kitchen through overseeing the ordering and scheduling of the product and team as well as oversight over the prep and production for the GM kitchen
* Attend daily BEO meeting and communicate changes accordingly
* FLSHSS champion- record documents, hotsos, corrective action on deviances
* Work with stewarding to ensure deep cleans on areas are happening regularly and following up
* Train culinary colleagues on SOP's
* Create specialized menus requests for bqt operations
* Help to execute special event menus such as events in Muze Restaurant, Easter, Mother's Day
* Covering the various outlets in need- i.e. Muze Sous chef on vacation
* Monthly HACCP exercises in line with MOHG guidelines
* Create standard recipes and costings in ADACO (purchasing and inventory system), liaison with purchasing for new products and better pricing.
* Assuming all exec chef duties in my absence, covering during my vacation and days off
* Assist the Purchasing Department with the purchase of all food items and kitchen equipment
* Provide oversight and culinary guidance to the culinary outlet operations as well as the banquet culinary operation.
* Constantly strive to improve operating procedures
* Develop, implement and monitor Safe and Sound Procedures
* Find ways to improve the efficiency of the operations that will benefit our clients
* Find methods of reducing costs without affecting the level of service or product received by the guests
* Weekly schedule approval process
* Be responsible for recruitment, training and discipline of all kitchen staff
* Oversees discipline of all culinary employees
* Control food cost by maintaining food standards at reasonable cost through liaison with the Purchasing Department to check prices, market price fluctuation, quality, etc.
* Develop Standard & Procedures
* Use the Employee Handbook in understanding the consistent way of Communicating Rules & Regulation to our Team.
* Develop Job descriptions for the entire culinary team
* Being an effective listener, before acting is essential. (Seek to understand)
* Assist the Executive Chef in the forecasting/Weekly/Monthly/Actual versus Forecast

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

***Customer Focus***

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

***Developing Others***

Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each person's career goals; constructs compelling development plans and executes them; encourages people to accept developmental moves; will take on those who need help and further development; cooperates with the developmental and talent management system in the organization; is a people builder.

***Drive for Results***

Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

***Ethics and Values***

Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.

***Integrity and Humility***

Is widely trusted; is seen as a direct, truthful individual; keeps confidences; admits mistakes and flaws. Can get things done quietly without unnecessary noise; is careful to make others comfortable; is authentic; helps others save face in difficult situations; maximizes the contribution of all; encourages the expression of viewpoints from all concerned; is modest and self-effacing; respects the views of others.

***Interpersonal Savvy***

Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

***Developing Self***

Is personally committed to and actively works to continuously improve him/herself; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weakness and limits. Picks up on the need to change personal, interpersonal, and managerial behavior and seeks feedback.

***Composure***

Is cool under pressure; does not become defensive or irritated when under pressure or when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

***Directing Others***

Is good at establishing clear directions; sets stretching goals; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.

***Functional and Technical skills***

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

***Building Effective Teams***

Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.

***Organizing***

Able to marshal resources (people, funding, material, support and time) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources and time effectively and efficiently; arranges information in a useful manner. Sets clear goals and responsibilities, monitors progress and results.

***Problem Solving***

Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers. Makes good decisions based upon a mixture of analysis, wisdom and experience.

**Requirements**

**Mandatory**

* 6+ years' experience in culinary operations (luxury hotel specific culinary operations will be strongly favored).
* 4+ years management experience as a Restaurant Chef, Executive Sous Chef or Executive Chef (luxury hotel specific management experience will be strongly favored).
* Prior experience managing in a unionized work environment is preferred.
* Bachelor's degree in Culinary Arts and/or Culinary Degree is strongly preferred.
* HAACP and Serv Safe Certification required; CEC Certification is preferred.
* Must possess demonstrated knowledge and experience with the following culinary operations areas: Banquets, All Day Dining Restaurant, Fine Dining Restaurant, Lobby Lounge and In Room Dining.
* Deeply seasoned expertise in menu planning, writing, costing; thorough and well-developed food and beverage knowledge across various global regions and cuisines is required.
* Prior experience managing kitchen equipment and maintenance; strong knowledge of food safety and handling is required.
* Must be computer proficient with MS Office, ADP TimeSaver and other food & beverage specific software applications.
* Prior experience managing payroll and staffing function; training plans; succession and workforce planning, etc. is required.
* Excellent communication skills with fluency in English required.
* Able to meet the physical demands of the job to include standing/walking for extended periods while on shift; lift/carry/push/pull 25+ lbs.
* Ability to work a flexible schedule to accomplish all business goals including early mornings, late nights, weekends and holidays.

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.