

Lake Mac Casino Resort Job Description

Job Title: **Sous Chef**
Function: Food & Beverage
Department: Food & Beverage
Reports To: Chef de Cuisine

Position Summary: *Briefly describe the job's primary purpose or contribution to the department or organization.*
Supervises and coordinates the activities of the kitchen outlet staff responsible for preparing and cooking food.

Essential Duties and Responsibilities: *List the job's most important functions and responsibilities. Include all important aspects of the job, whether performed daily, weekly, monthly, annually, or any that may occur at irregular intervals.*

- Responsible for ensuring the kitchen outlet successfully prepares the proper quality and quantity of food in a timely manner to ensure a favorable guest dining experience.
- Ensures staff is knowledgeable on recipes and forecasted business needs.
- Verifies that all recipes, portion sizes, quality standards, department rules, policies, and procedures are maintained.
- Maintain a high level of standards for safety, health, sanitation, and cleanliness in the kitchen areas.
- Responsible for the successful execution of marketing functions requiring food items.
- Responsible for maintaining the quality and quantity of food items in the outlet.
- Provide exceptional guest service for all external and internal customers.
- Assist with the operation of the kitchen outlet, successful performance of employees, and a favorable guest experience.
- Assist with effectively managing, delegating duties, and the performance and development of department staff; inclusive of interviewing, hiring, training, evaluating, coaching, and termination of staff.
- Manage expenses based on budgeted guidelines and business volumes to include payroll and staffing levels.
- Perform all functions of personnel within span of control, as needed.
- Assure an environment which emphasizes cooperation, communication, and teamwork with all departments.
- Support compliance with all internal procedures and regulatory requirements, including those associated with underage and intoxicated guests.
- Support current law and policy to provide a work environment free from illegal and discriminatory behavior.
- Promote and ensure the safety and security of all guests and employees.
- Complete job duties with minimal supervision, maintain acceptable attendance, and use appropriate judgment and decision-making skills.
- Job duties, tasks, work hours, work requirements, and other duties as assigned may be added or changed at any time.

Knowledge, Skills, and Abilities:

- Must demonstrate a high level of culinary knowledge and experience in food production and menu development.
- Knowledge of applicable OSHA requirements, health department laws, and alcohol beverage control requirements.
- Must be able to stand/walk for up to eight (8) consecutive hours.
- Ability to work with food products containing common allergens.
- Has the resiliency to deal with difficult guests in all types of business conditions and the ability to work effectively and courteously with fellow employees.
- Ability to maintain strict confidentiality including, but not limited to, employee data, player activity, claim activity, financial data, marketing plans, and policies.
- Ability to effectively utilize conflict-resolution techniques.
- Ability to analyze and interpret departmental needs and results.
- Ability to solve complex problems and maintain mental concentration for significant periods of time.
- Ability to perform assigned duties under frequent time pressures and in an interruptive environment.
- Ability to use telephone, copy/fax machine, computer, Microsoft Office, hand-held radio, and any department-specific equipment, tools, and computer software.
- Ability to perform a broad variety of tasks and deadlines with an irregular work schedule.
- Ability to communicate effectively with guests and all levels of employees in both oral and written form.
- Ability to work in casino and office environment with excessive noise levels, bright lights, and smoke environment.
- Knowledge of all facilities and promotional events available to guests on property.

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<p>Job Specific Knowledge: <i>The use of practical procedures and knowledge, specialized techniques, and learned skills.</i></p> <ul style="list-style-type: none"> • Seasoned - Extensive knowledge and skill gained through broad experiences in a field (or fields) which require a command of involved and diverse practices, precedents, theory, and principles. Typically requires a Bachelor's degree (B. A.) from four-year college or university; or minimum of four years related experience and/or training; or equivalent combination of education and experience. 					
<p>Managerial Knowledge: <i>The planning, coordinating, directing, and controlling activities and resources associated with the organization or function.</i></p> <ul style="list-style-type: none"> • Supervisor - Direction of group activities which are similar in content with appropriate awareness of other activities that may impact group performance or output. 					
<p>Human Relations Skills: <i>The active (either face-to-face or telephone) interpersonal skills needed to facilitate relationships with other people either within (co-workers) or outside (customers, vendors) the organization.</i></p> <ul style="list-style-type: none"> • Critical – Skills in understanding and motivating people and negotiation. This is the highest level of interpersonal skills, usually required for positions that are accountable for the development, motivation, assessment, and reward of other employees. 					
<p>Thinking: <i>The scope the person must think to perform the essential functions of the position.</i></p> <ul style="list-style-type: none"> • Generally Defined – Thinking within a general frame of reference toward functional objectives. This is done in situations characterized by intangible or unstructured aspects. 					
<p>Problem Solving: <i>The level of problem-solving complexity required of the person in performing the essential functions.</i></p> <ul style="list-style-type: none"> • Varied – Differing situations requiring search for solutions within area of known things. 					
<p>Decision Making: <i>The degree of decision-making authority/autonomy required to perform the essential functions.</i></p> <ul style="list-style-type: none"> • Moderate – Practices and procedures covered by precedents or well-defined policies, and supervisory review. 					
<p>Scope: <i>The breadth/scope of impact across the company this position has in performing the essential functions.</i></p> <ul style="list-style-type: none"> • Moderate – Results typically affect an entire department and may have some impact on other departments and/or are externally focused affecting a large customer base. 					
<p>Impact: <i>The degree to which this position affects or brings about the results expected of their department or function.</i></p> <ul style="list-style-type: none"> • Shared – Equal/joint control of the activities and resources which produce the results or control most (but not all) of the variables which are significant in determining results. 					
Physical Demands:					
Up to 100%	Standing	Up to 100%	Lifting < 10 lbs	Up to 100%	Using hands/fingers to handle or feel
Up to 100%	Walking	50% - 75%	Lifting < 50 lbs	Up to 100%	Reaching with hands and arms
25% - 50%	Sitting	25% - 50%	Lifting > 50 lbs	25% - 50%	Stooping, kneeling, crouching, or crawling
Less than 25%	Climbing				
<p>Certificates, Licenses, Registrations:</p> <ul style="list-style-type: none"> • Must hold a valid gaming license in accordance with the Nebraska Racing and Gaming Commission. • Must complete all company-required training within designated time frames. 					
<p>Name (Printed):</p> 					
<p>Signature:</p>			<p>Date:</p>		