

Head Chef & Food Manager

INCUMBENT: Vacant
REPORTS TO: Director of Sales & Guest Services
LOCATION: Bowling Green, KY
STATUS: Full-time, Exempt
DATE: Open Until Filled



DESCRIPTION

The Stingray Grill Head Chef and Food Manager leads and oversees all aspects of the Stingray Grill restaurant to ensure all customers receive exceptional food and outstanding customer service. This position is responsible for supervisory duties of the restaurant staff as well as directing the food preparation process, food ordering processes, inventory management, and any other related activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Train, develop, and oversee staff to ensure all procedures and practices support effective operations while providing excellent customer service.
- Prepare and issue weekly work schedules and duty assignments to the staff.
- Ensure all food served in the restaurant is prepared according to recipe, quality, presentation, health code, and presentation standards.
- Prepare meals and complete prep support work as needed.
- Review the menu and analyze recipes to determine labor and overhead costs and assign prices to menu items.
- Accurately count money and prepare deposits.
- Resolve escalated customer complaints and questions tactfully and professionally.
- Maintain food safety and sanitation standards in handling and managing all products produced and sold in the restaurant.
- Complete daily opening and closing reports with accuracy.
- Schedule and fulfill catering orders ensuring timely deadlines and order readiness.
- Manage restaurant inventory and budget, including food and other related costs.
- Order supplies in a timely manner from designated suppliers.
- Perform general cleaning duties to ensure the restaurant and its equipment always remains clean and organized.
- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent required.
- Minimum of 5 years' work experience in a restaurant as a head chef, management team member, or other supervisory role.
- Extensive knowledge of food health and safety regulations required.

QUALIFICATIONS

- Ability to operate a grill and other equipment in an efficient and safe manner.
- Must be able to provide prompt and courteous customer service in person and over the phone.
- Ability to manager a budget and work with figures.
- Ability to operate a cash register or other POS.
- Must possess exemplary knowledge and experience in customer service and food services.
- Must have strong interpersonal and communication skills and the ability to make quick decisions.
- Ability to stay organized and multi-task in a professional and efficient manner while working under pressure in a fast-paced environment.
- Must possess exemplary skill in preparing and creating recipes for a wide variety of food items.
- Ability to accurately and fairly plan and schedule ahead.
- Must have strong decision-making and problem-solving skills.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Exemplify strong leadership skills while managing and prioritizing multiple tasks.
- Strong attention to detail, establishing priorities, and following instructions.
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Must have sufficient mobility to regularly stand, bend, reach, push, pull, lift, carry, and walk throughout the Museum and restaurant.
- Ability to lift and carry 25+ lbs. and push/pull 50+ lbs.
- Ability to operate cafe and food prep equipment.