

JOB DESCRIPTION –Sous Chef—Prepared Foods

General Occupation Description

The WFM Sous Chef position reports directly to the WFM Chef—Operations Leader for Prepared Foods. He/she participates in all food production areas including cold deli salads, hot lunch and dinner entrees and catering. General responsibilities include preparing, seasoning, and cooking of salads, soups, fish, meats, vegetables, sandwich station prep. In addition the prep chef will learn to open and close the kitchen.

Tasks and Activities

Sous Chef— Prepared Foods

Skill Requirements

- **Checking the quantity and quality of received products**--Must understand the WFM procedures for checking vendors into the store and checking for quality of delivery and order.
- **Developing new recipes and improving old**—Collaborating with Chef--OL to plan and develop recipes and menus, taking into account such factors as transferred product, seasonal availability of ingredients and the likely number of customers.
- **Ordering Food and Supplies**--Must understand the critical skill of ordering ingredients and supplies.
- **Zero Waste Theory**--Be flexible and responsive in using foods transferred from other departments in the organization, maintaining a WFM store-wide zero waste policy. This means often using existing products for meals, not necessarily purchasing ingredients for recipes.
- **Creativity and New Ideas**-- Creativity is critical for keeping food fresh and keeping local guests coming back day after day. Must show creativity in food, presentation, systems, ideas and staff motivation skills.
- **Communication** – Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. Attending meetings on time. Being execution oriented; doing what you say you'd do in a given time constraint.
- **Coordinating While Cooking**--Must be able to prioritize issues while supervising and performing cooking activities.
- **Cooking in Quantity**— accurately cook in quantity following WFM recipes.
- **Understanding Quality and Identifying Quality** – Identifying quality by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. This is applicable in the everyday making of food in order to ensure it's up to WFM consistency. Every salad and entrée must be tasted, plated, and look the same in general appearance all the time.
- **Judging the Qualities of Things and Services** – Assessing the value, importance, or quality of things or services. WFM has high standards and a famous reputation. This attribute is extremely important.
- **Conducting Training for Personnel**-Training is the backbone of our organization. Sous Chef must work with Operations Leader to mentor, instruct by example, coach and teach others in a calming and informative manner.
- **Determining Food and Beverage Costs**—Costing is another backbone as food costs are essential to our overall operations. Must be able to read and follow an invoice and determine the per item cost. Must be able to assign prices to menu items, based on food, labor, and overhead costs.
- **WFM Guiding Principles**--Must understand and adhere to our Guiding Principles at all times with special attention to Quality, Sanitation and Culture. Must be a champion of the principles.
- **WFM 2022 Strategic Plan**—Must understand, support and be a champion of our plan.
- **Estimating Materials or Labor Requirements**—Learn and understand budgeting philosophies of WFM Prepared Foods Department.
- **Sanitation and Maintenance of Equipment and Facilities for State Regulatory Compliance**—Must understand all state and federal sanitation practices as well as those at WFM. . Must be very clean and understand the importance of high sanitation on an everyday basis. Must be proficient in use of most standard commercial kitchen equipment.
- **Understanding Customer Complaint Resolution**—Resolve customer comments in the WFM win-win methodology. We seek resolution by listening and going out of our way to correct the situation, never explaining why we could not perform up to task (never making excuses).
- **Planning Menus**—Will assist in the planning, costing, pricing and communicating catering and special event menus. Must understand the fundamentals of great menu planning.
- **Happiness and Steady Demeanor**—Must understand choosing a great attitude everyday despite life's difficulties. It's an absolute requirement for this position. Must possess a steady and consistent demeanor every day. Must welcome change and embrace its constant presence. Must be able to detach from the emotional nature of decision making and focus solely on the issue.
- **Integrating with Deli Service**—Must understand the total picture: that service is basically what we do and without great service we are nothing. With this in mind, must work directly in step and harmony with the Deli Service staff and Sandwich Unit.
- **Sandwich making**—Will be trained and be able to assist in the making of sandwiches.

Additional Job Requirements

Education –This job requires a minimum of 2 years in a similar work environment, with significant responsibility. We prefer a 2 – 4 year culinary education and /or 2 or more years of higher education.

Physical Attributes – This job requires a significant amount of physical dexterity and physical, emotional and mental stamina. WFM is a very busy environment. What make us unique is that we are a prepared foods kitchen located within a busy retail store environment which leads to being exposed on a daily basis to many other departmental activities.

Independence and Achievement– Successful candidate will possess significant independence and decision making abilities. Job candidate should be results-oriented with the drive to inspire employees to use their strongest abilities, giving them a feeling of accomplishment. This position requires a competitive personality and the desire to achieve.

Time Commitment—This is a full time job. We estimate about 40-50 hours/week. At least one weekend day is required. Holidays and summer time are our busiest times and require planning and commitment.

Training: Will train with Chef—Operations Leader and Chef—Deli Service Leader. Must learn all aspects of the food production during training: Dish Station, Sandwich Unit, Entrée making, Deli Salad making, Opening operations, Closing operations, Catering.

Reviews: 30-60 days initial review, 1 year review.