

Chef De Partie



GREAT PEOPLE

- | | |
|---|---|
| PROVIDE
REMARKABLE
SERVICE | EARN
TRUST
& LOYALTY |
| • WHAT WE DO, WE DO WELL | • OWN IT, TAKE ACTION, FIND THE FIX |
| • COMMITMENT IS EVERYTHING | • DO THE RIGHT THING |
| • PAY ATTENTION TO DETAIL | • SHOW RESPECT AND CONSIDERATION |
| • LISTEN & CONTINUE TO LEARN | • WE ARE RESPONSIVE |
| WORK AS
ONE TEAM | IMPROVE
OUR
COMMUNITIES |
| • EVERYONE'S JOB MATTERS | • PAY IT FORWARD |
| • WORK SMART, WORK EFFICIENTLY | • GET INVOLVED |
| • CELEBRATE ACHIEVEMENT | • MAKE A DIFFERENCE |
| • SUPPORT AND HELP EACH OTHER | |



our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

Overview of the Job

What's involved in a Chef De Partie's job?

Great customer service is a key requirement for a chef de partie. While working in your assigned section, you will assist the sous chefs with the day to day tasks of operating a kitchen in a fast-paced, high-volume environment. This will include but is not limited to giving direction to line and second cooks, enforcing health & safety and hygiene standards in the kitchens, and troubleshooting problems that may arise in the kitchens.

Your strong work ethic and excellent people management skills, coupled with your sound knowledge of food preparation and safe food handling, are important to your success in this role.

As a chef de partie, you will attend a mandatory pre-shift meeting where you will be assigned your section and tasks. Sections are rotated on a daily basis to ensure that they are evenly distributed amongst other chef de parties' on your shift. In addition, your supervisor will update you on current events, promotions, departmental announcements or changes to policies, programs, and any other information that you will need to be successful during your shift.

Regardless of your assigned section, you will be expected to promote casino amenities, such as our restaurants, entertainment, and hotel. Since you will interact directly with our guests, a warm, friendly personality with excellent customer service skills are important in this position.



The Food and Beverage Department

The food and beverage department is a large division in Niagara Casinos with associates who work at both properties in a number of different sub departments and outlets. The department has an executive director, executive chef, directors, executive sous chefs, managers, shift managers, sous chefs and supervisors.

The Culinary Team

The culinary team is a large sub department of the food and beverage department. The team is led by an executive chef and is comprised of executive sous chefs, chefs, sous chefs, junior sous chefs, line cooks, second cooks, bakers and chef de parties who report to sous chefs.

The ability to work on your own is essential in this position. Once you are assigned to your section it is expected that you are constantly serving our customers and monitoring the section for cleanliness.

You or the sous chef will conduct periodic spot checks to service standards are met, and to provide help when needed.

According to our chef de parties', the amount of supervision you can expect is...

"Minimal"

Locations and Shift Length

Where are some of the locations I will work? What is the length of my shifts?

There are a number of locations throughout Fallsview Casino Resort and Casino Niagara where you will be assigned. Some of the locations include Grand Buffet, Bakery, Deli, Market, Banquets, 21 Club, Ponte Vecchio and Associate Dining Rooms

Niagara Casinos operate 24 hours a day, year-round, and chef de partie coverage is provided at all times. You will be scheduled for eight-hour shifts that include two 30 minute breaks. Full time associates have a set shift and days off, part time and contract associates are scheduled to fill vacancies and high volume periods. Start and end times will vary throughout the day.

The midnight shift operates with minimal staff; therefore, it is expected that the chef de partie will work closely with the sous chef on this shift.

It is important to remember that Public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families. Our business operates on these days and you will be required to work. Working on holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

What type of training will I receive as a new Chef De Partie?

Typically a chef de partie is promoted from within. Therefore your department orientation training program will take place within a few days of your transfer or promotion.

• Department Orientation:

This training covers specific information regarding your department's policies, procedures, standards, job expectations and includes a property tour.

• Job Shadowing:

This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another chef de partie and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities during all three shifts.

• Final Assessment:

Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

Quotes From Our Chef de Partie Associates

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

What Can I Expect on a Daily Basis?

"Organize the menu, the food for specific outlets and prep list for the shift"

"Keeping track of items in fridge"

"Physically working with second cooks and line cooks"

"Responsible for setting up next shift"

"Organizing specific items for banquets & special functions"

"Always thinking of back-up plans if a certain item runs out"

"Making sure that the food is hot, of good flavour and is served on time"

"Making sure that food meets our presentation standards"

"Making sure there will be enough product to cover the entire shift"

The APPEALING Aspects of the Job

"You have an opportunity to work everywhere in the kitchen and work at a function"

"One of the best kitchens I have ever worked in – it is a great environment we are always learning"

"Job satisfaction – making a personal difference"

"Creating new menus, working with sous chefs and executive chefs on menu items"

The UNAPPEALING Aspects of the Job

"The job can be physically demanding, at times you work in extreme heat"

"Lifting 25-50 pounds; repetitive motions; on your feet long periods of time"

"Mentally demanding dealing with problems and customers when the sous chef is not present"

Do you have what it takes to be a Chef De Partie?

Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

Can I...

- Deal with the daily stress of being a leader in the kitchen?
- Work well with everyone?
- Handle extreme temperature changes (i.e. hot line, freezer, fridges)?
- Work in an environment with no natural light?
- Work in a noisy kitchen?

Will I...

- Be a good role model/leader?
- Manage staff effectively under time constraints;
i.e. something needs to get out on the buffet, motivate employees to get food out on time?
- Be a good listener?

Am I...

- A team player?
- Patient in all situations?
- Approachable?
- Someone who can lead by example?
- Someone with good time management skills?
- Someone who understands the priorities?

