

PASTRY CHEF JOB DESCRIPTION

POSITION SUMMARY:

The primary responsibility of the Pastry Chef is to be accountable for the financial running, quality production and operational management of all Patisserie and Bakery venues onboard.

This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

RESPONSIBILITIES:

- Project the image of a confident manager.
- Maintain a structured department.
- Utilize exceptional time management skills.
- Encourage subordinates to expend the maximum use of the fresh products available to achieve the best results for the recipes compiled by the Corporate Pastry Chef.
- Improvise and be creative on menu items when the need arises.
- Develop and comply with the systems, procedures, rules, objectives and timelines set by the organization.
- Take a disciplined approach when undertaking tasks.
- Provide the best possible solution to problems.
- Consider problems as a challenge.

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- Collect information relevant to a problem, determine the root cause, identify and develop a practical solution, communicate the findings, and implement action to resolve the problem.
- Be systematic and logical in the approach to decision making.
- Ensure that all necessary facts and information are available and accurate, and the decision made is carefully considered.
- Create a positive and innovative atmosphere.
- Encourage people to commit themselves to the task at hand and go above and beyond what's expected in order to achieve key objectives.
- Motivate people to do their best by using positive reinforcement.
- Assert authority when necessary.
- Strive to follow timelines and meet deadlines to overcome problems.
- Be proactive in the work environment.
- Manage the food production operation in all outlets for the Pastry and Bakery Department in a smooth and efficient manner.
- Ensure that menus, recipes, guidelines, and methods provided by the Corporate Pastry Chef are followed accordingly.
- Maintain quality and consistency in taste, presentation and appearance according to recipes and pictures.
- Rectify discrepancies immediately.
- Supervise and check all pastry outlets (Buffet, Specialty Restaurant, Afternoon Teatime), ensuring that standards are followed accordingly.

- Work closely with the Kitchen Steward to accomplish tasks related to inventory, equipment control and maintenance, Public Health Sanitation Rules and Regulations, and training and re-enforcement.
- Oversee the electronic requisitioning and ordering process to ensure the proper use of ingredients.
- Possess good guest-interaction skills and deal with feedback received.
- Supervise the coffee corner and each location where pastries are served.
- Ensure that the Pastry & Bakery Department are productive and operated with the least supervision required from the Executive and Senior Executive Chef.
- Provide Crew and Staff Mess with a selection of pastries and bakery goods for all meals.
- Assist the Executive Chef in preparing additional work schedules (Embarkation Day, Special Functions, etc.) for Pastry/Bakery Personnel.
- Ensure that recipe reviews are conducted, corrected if needed, and communicated to the Corporate Pastry Chef.
- Possess knowledge of established quality standards and company policies.
- Supervise the stores frequently to monitor the Pastry items and highly perishable products.
- Check the fresh produce chillers on a daily basis to avoid shortages during the cruise.
- Maintain and ensure that Public Health regulations (US, Anvisa, Shisans, Canadian, Australian, etc.) are followed at all times on board.
- Ensure immaculate cleanliness in the Pastry & Bakery Department and adjacent areas, by applying safe work practices and procedures according to PH Regulations.
- Prevent equipment damages or loss.

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- Control and maintain all Pastry & Bakery equipment distributed to staff, ensuring that it is cleaned and or sanitized and returned in an acceptable condition after each use.
- Monitor the cleaning, handling and storage of all Pastry & Bakery equipment. Justify, record, and report any damages and/or malfunctions.
- Ensure that all Pastry/Bakery Staff is adhering to company uniform and grooming policies.
- Ensure that the pastry/adjacent areas are ready for announced or unannounced inspection, performed by
 - Ship Management or local authorities.
- Ensure that Bakery & Pastry Personnel transport their provisions with the correct utensils from the storeroom to their respective outlets.
- Countercheck daily deliveries from the Storeroom for accuracy
- Take the corrective action if deliveries are incorrect or not completed.
- Oversee the Dinner Service Line.
- Ensure a smooth and efficient dinner service, presentation and final plating.
- Visit all outlets during service hours (Lunch / Dinner).
- Provide requisitions for all Catering equipment to ensure a productive operation.
- Submit breakage reports when necessary, with justification and damages listed.
- Ensure that the HACCP program is followed.
- Possess a thorough understanding of how to apply the TAR and its procedures/policies.
- Possess knowledge of contracts and work schedules.

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- Compile a report reflecting the cruise and its activities, to be submitted to the Corporate Office.

REQUIREMENTS:

- 15 years of experience in the culinary field of 5-star hotels, high-end restaurants, or cruise lines.
- Minimum of 5 years of experience as Pastry Chef in a luxury hospitality establishment or upscale cruise line.
- Advanced pastry skills.
- Knowledge of the latest culinary trends.
- Good bakery skills.
- Advanced leadership skills.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.
- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards.
- Must enjoy working with the public in a busy, active and sometimes noisy environment.
- Be able to work with international team members.

LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

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PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. The employee must have the ability to lift and/or move up to 55 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department.

ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image according to company standards. Be groomed meticulously and ready for guest service.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.

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BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.

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RECRUITMENT

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