



Title: Line Cook

Reports to: Kitchen Manager

Status: Support Staff

Department: Pavilion

Pay Range: \$16.50 - \$18.25 hourly

Full/Part Time: Part-time or Full-time

Wage Last Amended: June 2018

Job Description Last Amended: January 2019

SUMMARY

The Line Cook is responsible for preparing and cooking quality food items efficiently for daily Pavilion food operations. You are flexible in working in any station of the Pavilion Kitchen including the Carvery, Pizza Station or Breakfast Station. You work as part of a team in a fast-paced environment to contribute to overall customer service and satisfaction. As you are customer facing, you ensure you provide excellent customer service to all internal or external customers. You ensure that all product is stored and prepared at the correct temperatures, is labelled, dated and rotated, and stored according to type. You clean all work areas, equipment and dishes, and dispose of garbage and recycling and support the kitchen as necessary.

JOB DUTIES

Food Preparation (Various Stations)

- Prepare and present high-quality food efficiently to contribute to overall customer service and satisfaction in the Pavilion Kitchen
- Slice vegetables, meats and bread products, and portion them appropriately (if applicable to your station)
- Prepare proteins including fish, chicken and beef (if applicable to your station)
- Precook necessary ingredients as well as pre-assemble dishes and ingredients with appropriate portions
- Restock line items and prepped food as needed
- Store and prepare all product at the correct temperatures
- Communicate with team to ensure chits are understood and presentation is coordinated
- Make soup daily following recipes

Customer Service

- Build rapport with customers with authentic, friendly, helpful and professional demeanour

- Resolve customer questions and requests; inform supervisor of any customer complaints
- Develop and maintain a solid product knowledge in order to answer questions and assist customers in making selecting menu items
- Assist customers effectively in order to give good service
- Inform customers of upcoming events and promotions within the Pavilion or the greater BCITSA
- Be knowledgeable of current Student Council Executives and Staff whom are eligible for staff discounts

Operational Duties

- Understand and follow all policies and procedures
- Ensure kitchen is a safe environment for all users
- Set up and take down the line
- Clean all work areas, equipment and dishes
- Maintain deep-fryer cleanliness and oil quality (if applicable)
- Label, date and rotate all product, and store according to type
- Provide support for the dishwasher during slower times
- Document any product waste
- Empty garbage's and take bags out to dumpster; break down cardboard and take to recycling bin

Other Related Duties

- Support Student Executives and staff members for their respective initiatives
- Assist in training employees
- Assist other staff with duties, especially when busy
- Other related duties as required
- Working as a team player and keeping a consistent food standard either day or night shift.

BCITSA Agent

- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history

Supplementary Information

- Attend all staff meetings and training sessions as required
- Requires shift work
- Position includes frequent high-volume periods

- Must be able to lift and carry up to 11kg (25lbs), bend, crouch, climb, and stand for long periods

REQUIREMENTS AND ASSETS

Requirements

- One year of experience in a similar position
- Foodsafe Level 1
- Cooking skills
- Ability to work under pressure
- Communication skills
- Multitasking skills
- Organizational skills

Assets

- Knife skills
- Passion for cooking and food preparation
- Working in a high-volume kitchen