



JOB TITLE: KITCHEN SUPERVISOR

REPORTS TO: DELI MANAGER

Revision Date: 11/2021

JOB FUNCTION: To train, educate and motivate cooks to efficiently prepare attractive, healthy dishes for natural foods deli. Also responsible for meeting departmental objectives for sales, margins, quality control, and customer service. Work directly with Counter Supervisor and Deli Manager to keep the deli growing and profitable.

DUTIES AND RESPONSIBILITIES:

- Create and test new deli recipes that utilize natural food sources while maintaining an attractive appeal for the customers. Maintain accurate records of cost of preparing deli items, and other paperwork procedures as defined by Deli Manager.
- Ensure prompt, courteous and friendly customer service.
- Have knowledge of the whole department, including front counter duties.
- Orders kitchen supplies and keeps an accurate inventory assuring kitchen is sufficiently stocked, while maintaining low inventory. Deal with returns promptly. Ensure proper storage and labeling procedures are being followed. Meet with Deli Manager weekly to insure accuracy.
- Ensure high quality of all kitchen products. Monitor consistency, appearance, proper handling and temperatures of all refrigeration units. Follow proper path for recipe development. Provide a varied, attractive and tasteful selection of soups, salads, dips and entrees.
- As a liaison between kitchen and management, provides objective feedback between the two, and communicates outcomes effectively. Maintains confidentiality regarding employee and management issues.
- Promptly and professionally handle catering requests or delegate to capable staff member. Meet with catering customers to discuss orders, ensure high quality food and orders are prepared on time.
- Trains employees of deli procedures and informs shifts and counter staff of recipe ingredients, and prep tasks needed.
- Train employees and promote food safety procedures and safety procedures for using kitchen equipment. Promptly report any repair needs.
- Inform all employees on Health Code Standards and insure they are meeting those standards.
- Assist with monthly inventory.
- Available to assist either store location when needed.
- Conduct staff reviews while maintaining confidentiality.
- Perform other tasks as assigned by Deli Manager.
- Fill in for uncovered kitchen or counter shifts.

MERCHANDISING

- Maintain standards for attractive displays and signage.
- Ensure accurate, up-to-date price labeling of deli items in scales, scanning system, on signs and product.
- Ensure staff is educated about products and ingredients.
- Direct staff to meet and exceed standards for customer service in sales, special orders, and customer questions.
- Direct and oversee regular deli promotions as assigned by the Food Service Manager.

PERSONNEL

- Ensure on-the-job training, conduct performance evaluations, and take disciplinary action as needed following established policies set by the Deli Manager.
- Oversee scheduling of staff hours, stay within payroll allocation and maintain appropriate level of staff during business hours.
- Attend all required meetings.
- Perform other tasks assigned by the Deli Manager.

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.
- Ensure staff members are trained to respond to potential safety issues within department (customer falls, etc.)

QUALIFICATIONS:

- Experience cooking for restaurant, food service, caterer or deli
- Familiarity with natural foods.
- Experience serving the public.
- Demonstrated ability to handle multiple tasks.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with members, customers, managers, staff, vendors, and officials
- Ability to read, count and write to accurately complete all documentation
- Ability to do math computations to figure prices, discounts, wages/labor costs and schedules, including addition, subtraction, division, fractions, decimals and percentages, and date/time calculations
- Ability to freely access all areas of the store including offices, selling floor, registers, stock areas, kitchen, and walk-in coolers and freezers
- Ability to move or handle merchandise throughout the store generally weighing up to 30 pounds
- Ability to lift up to approximately 30 pounds occasionally
- Ability to perform the following movements – used in cooking, customer service and department maintenance – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching
- Ability to sit for up to several hours at a time
- Ability to operate office equipment including 10 key calculator, telephone, fax machine, computer and printer
- Ability to work varied hours and days
- Ability to maintain calm when adversity is encountered

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.