

11/20/2018



SPHM
HOSPITALITY

SPHM – F&B PRODUCTION JOB DESCRIPTIONS



By: | Agustinus Agus Purwanto, SE MM



F&B Production Job Description



Kitchen Job Descriptions

KITCHEN PREPARATION MANAGEMENT

EXECUTIVE CHEF

EXECUTIVE SOUS CHEF

CHIEF STEWARD

KITCHEN PREPARATION SUPERVISOR

FOOD PREPARATION SUPERVISOR

STEWARD SUPERVISOR

KITCHEN PREPARATION LINE

PASTRY COOK

BAKERY COOK

BUTCHER

GARDE MANGE

COOK

COOKS' HELPER/ASSISTANT

STEWARD



JOB DESCRIPTION

JOB TITLE: EXECUTIVE CHEF

REPORTS TO: FOOD AND BEVERAGE MANAGER

SUPERVISES:

- EXECUTIVE SOUS CHEF
- EMPLOYEE'S CAFETERIA
- CHEF GARDE MANGER
- BANQUET CHEF
- RESTAURANT CHEFS
- BUTCHER SHOP
- PASTRY AND BAKERY SHOPS
- ALL RESTAURANT OUTLETS

INTERFACES WITH:

- FOOD and BEVERAGE ADMINISTRATION
- CHIEF STEWARD
- BANQUET MANAGER
- RESTAURANT MANAGERS
- FOOD STOREROOM MANAGER
- MAINTENENCE
- HUMAN RESOURCE DIRECTOR
- PURCHASING DEPARTMENT
- GENERAL STOREROOM MANAGER

JOB SUMMARY:

THROUGH THE EXERCISE OF HIS SKILLS AND EXPERIENCE TO OPERATE HIS AREA OF RESPONSIBILITY IN A HIGH QUALITY AND PROFITABLE MANNER SO AS TO CONFORM TO THE POLICIES AND PROCEDURES OF THE COMPANY AND PROVIDE THE HOTEL GUESTS WITH A MEMORABLE EXPERIENCE.

RESPONSIBILITIES and DUTIES:



1. ADHERE TO STAFFING GUIDE OUTLINES.
2. APPROVE ALL SCHEDULES IN AREA.
3. INSURE THAT ALL STANDARD RECIPES AND PRESENTATIONS ARE BEING FOLLOWED.
4. DAILY TASTING OF FOOD IN ALL AREAS.
5. TO BE IN THE AREAS OF SERVICE DURING MEALTIMES AND BANQUETS, MONITORING THE PRODUCT BEING SERVED.
6. ATTEND NECESSARY MEETING
7. HOLD REGULAR MEETINGS WITH YOUR DEPARTMENT HEADS.
8. PERFORM ON THE JOB, "SHOULDER TO SHOULDER" TRAINING.
9. DIRECTLY SUPERVISE THE EMPLOYEE'S CAFETERIA, AND BE RESPONSIBLE FOR THE PRODUCT QUALITY BEING SERVED THERE.
10. KNOW YOUR BUDGET/ON BOTH THE YEARLY AND MONTHLY BASIS.
11. BE UP TO DATE ON ALL YOUR FIGURES.
12. PROPER HYGIENE AND SANITAION IN THE PASTRY AREA IS THE PASTRY CHEF'S RESPONSABILITY.
13. CO-ORDINATE NEW AND REVISED MENUS WITH YOUR OUTLET CHEFS.
14. MAKE SURE YOUR KITCHENS ARE CLEAN AND FREE OF RODENTS AND PESTS.
15. DEVELOP LOW SEASON TRAINING PROGRAMS TO MAINTAIN THE INTEREST OF THE STAFF AND IMPROVE THE KNOWLEDGE AND PRODUCTIVITY.
16. IN THE ABSENCE OF THE EXECUTIVE SOUS CHEF, WILL BE PERSONALLY RESPONSIBLE FOR THE CLOSING OF THE MAIN KITCHEN AT NIGHT, AND WILL BE THE LAST ONE OUT OF THERE.
17. MAINTAIN A HEALTHY COMMUNICATION LINK WITH THE FOOD AND BEVERAGE OFFICE AND BE READY TO HELP THEM IN ANY REQUESTED MANNER.



REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN EXECUTIVE CHEF
 - 10 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English
- OPTIONAL LANGUAGES
 - Italian and French

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.

CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND



CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL BE ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE: SIGNED: DATE:

DEPARTMENT HEAD: SIGNED: DATE:

PERSONNEL MANAGER: SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: EXECUTIVE SOUS CHEF

REPORTS TO: EXECUTIVE CHEF

SUPERVISES:

- EMPLOYEE'S CAFETERIA
- CHEF GARDE MANGER
- BANQUET CHEF
- RESTAURANT CHEFS
- BUTCHER SHOP
- PASTRY AND BAKERY SHOPS
- All restaurant outlets

JOB SUMMARY:

TO ASSIST THE EXECUTIVE CHEF/CHEF IN THE SUPERVISION OF THE KITCHEN'S OPERATION ON A DAY-TO-DAY BASIS ACCORDING TO THE COMPANY POLICIES.

RESPONSIBILITIES AND DUTIES:

1. IN ACCORDANCE WITH KITCHEN' PILLARS OF SAFETY, SERVICE AND STYLE, AS WELL AS THROUGH SOP FOOD AND WATER HYGIENE, EACH EMPLOYEE CONDUCTS ONESELF IN A PROFESSIONAL AND COURTEOUS MANNER AT ALL TIMES. THIS CONSISTS OF PHYSICAL AND VERBAL INTERACTIONS WITH GUESTS OR FELLOW EMPLOYEES AND/OR IN THE PRESENCE OF GUEST CONTACT AND MAIN RESTAURANT AREAS.
2. DIRECTS, COACHES, SUPPORTS, SUPERVISES AND EVALUATES (IN CONJUNCTION WITH THE EXECUTIVE CHEF/CHEF) THE PERFORMANCE OF ALL DIRECT REPORTS.
3. EACH SOUS CHEF WILL BE ASSIGNED SCHEDULE AN AREA OF THE OUTLETS BY THE EXECUTIVE CHEF/CHEF AND WILL BE HELD ACCOUNTABLE FOR THE EXPECTED RESULTS.
4. WORKS VERY CLOSELY WITH THE ASSISTANT FOOD MANAGER IN ORDER TO ACCOMPLISH TASKS RELATED TO EQUIPMENT CONTROL AND MAINTENANCE, AS WELL AS HOTEL RULES AND REGULATIONS TRAINING AND REINFORCEMENT.



5. WORKS WITH THE CHEF TO ESTABLISH WORK SCHEDULES FOR ALL COOKS.
6. MONITORS ALL COOKS' WORKING HOURS AND COMPLETES REPORT OF OVERTIME FOR PAYROLL PURPOSES.
7. MUST BE KNOWLEDGEABLE ABOUT THE ESTABLISHED QUALITY STANDARDS AND COMPANY POLICIES IN ORDER TO SUPERVISE HIS/HER STAFF
8. HAS THOROUGH KNOWLEDGE OF THE UNITED STATES PUBLIC HEALTH RULES AND REGULATIONS AND ENSURES THEY ARE FOLLOWED THROUGHOUT THE ENTIRE OPERATION ON A DAILY BASIS.
9. ENSURES THE GALLEY CLEANING SCHEDULE ESTABLISHED BY THE EXECUTIVE CHEF/CHEF IS FOLLOWED BY EVERYONE AFTER EACH SERVICE, EXERCISING PROPER METHODS TO MINIMIZE EQUIPMENT DAMAGES.
10. RESPONSIBLE FOR THE CONTROL AND MAINTENANCE OF ALL EQUIPMENT DISTRIBUTED TO THE COOKS THAT NEED TO BE CLEANED AND SANITIZED AFTER EACH SERVICE AND RETURNED TO THE CHEF'S OFFICE.
11. ENSURES THAT ALL COOKS ARE IN PROPER, WELL-MAINTAINED UNIFORMS, WITH SPECIAL ATTENTION TO THOSE WORKING IN PUBLIC AREAS. PERSONAL APPEARANCE AND HYGIENE MUST CONFORM TO COMPANY POLICY.
12. ENSURES THE KITCHEN IS PREPARED FOR ANNOUNCED OR UNANNOUNCED INSPECTIONS DONE EITHER BY THE HOTEL'S MANAGEMENT OR GOVERNMENT INSPECTORS.
13. PROVIDES PROPER TRAINING FOR THE NEW MENUS AND FOLLOWS UP ON THEIR PROGRESS.
14. RESPONSIBLE FOR MAINTAINING THE QUALITY AND CONSISTENCY IN TASTE ACCORDING TO RECIPES AND PHOTOS PROVIDED BY THE CORPORATE OFFICE.
15. COMMUNICATES DAILY WITH THE EXECUTIVE CHEF AND THE FOOD AND BEVERAGE COMPUTER SYSTEM TO DETERMINE PRODUCT AVAILABILITY AND CURRENT FOOD COST.
16. MONITORS THE FOOD PRODUCTION AND RECORDS THE LEFTOVER COVERS USING THE PROVIDED FORMS.
17. COLLECTS AND ALL THE DAILY RE-CAPS COMPILED BY THE HEADS OF THE SUB-DEPARTMENTS FOR FINAL REVIEW AND EXECUTIVE CHEF'S APPROVAL PRIOR DELIVERY TO THE FOOD AND BEVERAGE CONTROLLER.
18. CONTROLS AND PROVIDES DAILY FOOD REQUISITIONS TO THE STORE ROOM FOR THE NEXT DAY'S PREPARATION ACCORDING TO THE EXECUTIVE CHEF/CHEF FORECAST.
19. ENSURES THAT THE COOKS FROM THE STOREROOM TO THE KITCHEN OBSERVE THE COMPANY'S RULES AND REGULATIONS REGARDING PROPER TRANSPORT OF ALL PROVISIONS.
20. ACTIVELY SUPERVISES THE PREPARATION AND PRESENTATION OF LUNCHEON AND NIGHT BUFFETS AND IS PHYSICALLY PRESENT DURING THEIR SERVICE. DUTIES MAY INCLUDE THE SUPERVISION OF THE AFTERNOON TEA TIME.
21. RESPONSIBLE FOR THE BREAKDOWN OF BUFFETS AND FOOD LINES GIVING CLEAR INSTRUCTIONS AS TO WHAT FOOD SHOULD BE KEPT AND WHAT SHOULD BE DISPOSED OF.
22. RESPONSIBLE FOR THE SET UP OF THE FOOD LINE FOR THE RESTAURANT PERSONNEL, ENSURING THAT THERE IS ENOUGH VARIETY AND QUANTITY.



23. ISSUES REQUISITIONS FOR ALL THE CATERING EQUIPMENT NECESSARY FOR THE SMOOTH RUNNING OF THE OPERATION.
24. ENSURES THAT THE HACCP PROGRAM IS CARRIED OUT CORRECTLY.
25. MUST BE PRESENT IN AN EARLY STANDBY EACH TIME THE SHIP IS SUBJECT TO A UNACCOUNCED INSPECTION.
26. HAS A THOROUGH UNDERSTANDING OF TIME AND ATTENDANCE PROCEDURES, SHIPBOARD TRAINING, AND IS FAMILIAR WITH THE CONTRACTS AND WORK SCHEDULE HOURS/WEEK AND SUPPORTING DOCUMENTATION (HUMAN RESOURCES MANUAL).
27. IS AWARE OF, AND/OR ACQUIRES THE NECESSARY KNOWLEDGE TO COMPLY WITH THE SHIP'S STANDARD OPERATION, IN ORDER TO ASSIST GUESTS AND CFMs WITH INQUIRIES.
28. ATTENDS MEETINGS, TRAINING ACTIVITIES, COURSES AND ALL OTHER WORK-RELATED ACTIVITIES AS REQUIRED.
29. PERFORMS RELATED DUTIES AS REQUIRED.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN EXECUTIVE CHEF
 - 7 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English
- OPTIONAL LANGUAGES
 - Italian and French

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.



WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.

CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE:..... SIGNED: DATE:

DEPARTMENT HEAD:..... SIGNED: DATE:

PERSONNEL MANAGER:..... SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: CHIEF STEWARD

REPORTS TO: EXECUTIVE CHEF

SUPERVISES:

- STEWARD
- DISH WASHER
- POT WASHER

JOB SUMMARY:

SUPERVISES THE ACTIVITIES OF NON-FOOD / PASTRY PRODUCTION KITCHEN WORKERS TO ENSURE PROPER WARE AND POT WASHING, SANITATION OF FOOD PREPARATION AND STORAGE AREAS AND TO MAXIMIZE THE EFFICIENCY OF THE OPERATION.

RESPONSIBILITIES AND DUTIES:

1. SUPERVISES AND COORDINATES THE ACTIVITIES OF WARE AND POT WASHING, NIGHT CLEANERS AND OTHER NON-COOKING KITCHEN WORKERS TO ENSURE THE SMOOTH AND EFFICIENT OPERATION OF THE KITCHEN.
2. ASSURES PROPER STAFFING LEVELS AND PAYROLL CONTROLS.
3. APPROVES AND REQUISITIONS SUFFICIENT CLEANING AND OTHER SUPPLIES FOR EFFICIENT SERVICE.
4. DEVELOPS AND MAINTAINS CONTROLS AGAINST THEFT AND WASTE.
5. ASSURES USE OF PROPER SANITATION AND HYGIENE TECHNIQUES FOR ALL CLEANING TASKS.
6. PERFORMS ALL NECESSARY SUPERVISORY FUNCTIONS FOR SUBORDINATES: DEVELOPS PERFORMANCE STANDARDS; TRAINS; DIRECTS ON-GOING WORK.
7. REQUISITIONS CHINA, GLASSWARE, ETC. FOR THE OPERATION TO ENSURE SUFFICIENT SUPPLIES FOR EFFICIENT SERVICE.
8. ASSISTS IN THE PERFORMANCE OF KITCHEN SANITIZING TASKS WHEN NECESSARY.
9. CONDUCTS PHYSICAL INSPECTIONS OF KITCHEN PREPARATION AND STORAGE AREAS TO ASSURE THAT SANITATION STANDARDS ARE CONSISTENTLY ATTAINED.
10. PERFORMS AD-HOC TASKS AS REQUIRED BY THE EXECUTIVE CHEF.
11. MAINTAINS AND POLISHES ALL SILVERWARE, CHAFING DISHES AND PLATTERS.



REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY – EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.

CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND



CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL BE ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE: SIGNED: DATE:

DEPARTMENT HEAD: SIGNED: DATE:

PERSONNEL MANAGER: SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: FOOD PREPARATION SUPERVISOR

REPORTS TO: EXECUTIVE SOUS CHEF

SUPERVISES:

- COOK
- STEWARD
- DISH WASHER
- POT WASHER

JOB SUMMARY:

TO CONTROL AND SUPERVISE THE RUNNING OF THE KITCHEN, ENSURING THAT THE PREPARATION AND PRESENTATION OF FOOD COMPLIES WITH THE REQUIRED STANDARDS.

RESPONSIBILITIES AND DUTIES:

- TO ENSURE THAT ALL MEALS, SNACKS AND FUNCTIONS ARE CORRECTLY PREPARED, COOKED AND SERVED.
- TO ENSURE THAT FOODSTUFFS ARE USED CORRECTLY SO THAT WASTAGE IS KEPT TO A MINIMUM, AND STAFF ARE TRAINED TO EFFECT GOOD PORTION CONTROL.
- TO RE-ARRANGE DUTIES AND ROSTERS AS NECESSARY TO ENSURE THAT ALL TASKS ARE CORRECTLY AND TIMEOUSLY COMPLETED.
- TO ENSURE THAT THE PREPARATION OF FOOD IS HYGIENIC AND THAT A "CLEAN AS YOU GO" DISCIPLINE IS ADHERED TO.
- TO ENSURE THAT FOOD IN THE BAINS-MARIE LOOKS ATTRACTIVE AT ALL TIMES, RE-GARNISHING WHERE NECESSARY OR REPLENISHING.
- TO ENSURE THAT COMPANY AND STATUTORY HYGIENE STANDARDS ARE MAINTAINED.
- TO ENSURE THAT ALL KITCHEN STAFF ARE CLEAN AND CORRECTLY DRESSED AT ALL TIMES.
- TO PROMOTE TEAM SPIRIT AND LEAD BY EXAMPLE.



- TO ASSIST WITH OR PRESENT REGULAR TRAINING OR COACHING SESSIONS, SO THAT STAFF PERFORM THEIR DUTIES CORRECTLY.
- TO REPORT ANY FAULTS OR DEFECTS TO MANAGEMENT, PAYING PARTICULAR ATTENTION TO ANY SAFETY OR HEALTH HAZARD.

IRREGULAR DUTIES:

- TO DEPUTISE FOR MANAGEMENT IN THEIR ABSENCE.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.



WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.

CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE:..... SIGNED: DATE:

DEPARTMENT HEAD:..... SIGNED: DATE:

PERSONNEL MANAGER:..... SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: STEWARD SUPERVISOR

REPORTS TO: CHIEF STEWARD

SUPERVISES:

- STEWARD
- DISH WASHER
- POT WASHER

JOB SUMMARY:

SUPERVISES THE ACTIVITIES OF NON-FOOD / PASTRY PRODUCTION KITCHEN WORKERS TO ENSURE PROPER WARE AND POT WASHING, SANITATION OF FOOD PREPARATION AND STORAGE AREAS AND TO MAXIMIZE THE EFFICIENCY OF THE OPERATION.

RESPONSIBILITIES AND DUTIES:

1. PERFORM SPECIAL CLEANING PROJECTS AS ASSIGNED.
2. ENSURE PROPER SET-UP, BREAKDOWN AND MAINTENANCE OF ALL BANQUET FUNCTIONS.
3. INTERVIEW, HIRE AND TRAIN NEW STEWARDS AS REQUIRED. MAINTAIN PROPER ADMINISTRATIVE RECORDS ON ASSOCIATES I.E. ATTENDANCE LOG, COACHING AND COUNSELING SESSIONS, DISCIPLINARY FORMS, ETC.
4. ENSURE THAT FLOORS ARE SWEPT AND MOPPED. KEEP FLOORS CLEAN AND DRY, SPILLS ARE PICKED UP IMMEDIATELY USING WET FLOOR SIGNS, DRY RAGS, AND DRY MOPS.
5. CLEAN WALLS, TABLES, RACKS, SINKS, FLOOR MATS AND DISPOSAL AREA. POLISH STAINLESS STEEL.
6. CLEAN OVENS, HOODS, FILTERS, DRAINS, HOT BOXES, STEAM TABLES, FLAT BOXES AND CEILING VENTS, ACCORDING TO SCHEDULE OR AS SPECIFIED BY THE EXECUTIVE CHEF OR CHEF OF THEIR RESPECTIVE AREA OF RESPONSIBILITY.
7. MAINTAIN ORGANIZATION AND ENSURE PROPER STORAGE AND CLEANING OF ALL ROLLING STOCK AND RACKS, SILVER, PRESOAKING AND OPERATION OF DISH MACHINE.
8. ENSURE ALL TRASH IS EMPTIED AT END OF SHIFTS; CONTAINERS WASHED OUT AND RETURNED TO KITCHENS.
9. COMPLY WITH ATTENDANCE RULES AND BE AVAILABLE TO WORK ON A REGULAR BASIS.
10. PERFORM ANY OTHER JOB RELATED DUTIES AS ASSIGNED.



REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.

CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY



INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE: SIGNED: DATE:

DEPARTMENT HEAD: SIGNED: DATE:

PERSONNEL MANAGER: SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: PASTRY COOK

REPORTS TO: EXECUTIVE CHEF / EXECUTIVE SOUS CHEF

SUPERVISES: -

JOB SUMMARY:

FUNCTION AS THE PASTRY WHICH PRODUCES THE BREADS AND PASTRIES FOR ALL THE AREAS OF THE HOTEL AND BE THE STIMULATING, MOTIVATING AND CREATIVE FORCE FOR THE DEPARTMENT AND STAFF TO INCREASE QUALITY AND PRODUCTIVITY.

RESPONSIBILITIES AND DUTIES:

1. ASSURE THAT ALL RECIPE STANDARDS ARE MAINTAINED.
2. MAINTAIN THE STAFFING GUIDE IN THE AREA.
3. CONSTANLY TASTE AND TEST THE PRODUCTION IN THE PASTRY SHOP.
4. FILL OUT ALL THE REQUISITIONS FOR THE PASTRY AREA.
5. ORGANIZE THE DAILY PRODUCTION SCHEDULE
6. FILL OUT MAINTENENCE REQUEST FOR THE AREA.
7. CALL DIRECTLY TO MAINTENENCE FOR EMERGENCY REPAIRS.
8. MAKE SURE THAT UNAUTHORIZED PERSONS DO NOT ENTER THE AREA.
9. CALL SECURITY IF THERE IS SOMEONE SUSPICIOUS.
10. MAKE SURE THAT THE PRODUCTS AND MATERIALS ARE PROPERLY ROTATED.
11. PROPER HYGIENE AND SANITATION IN THE PASTRY AREA IS THE PASTRY CHEF'S RESPONSABILITY.
12. MAKE SURE ALL LEFT OVERS ARE PROPERLY UTILIZED.
13. REQUEST NEEDED EQUIPMENT FROM THE CHIEF STEWARD WITH ANTICIPATION AND PLANNING.
14. DO CONSTANT SHOULDER-TO-SHOULDER ON THE JOB TRAINING OF THE LINE STAFF.
15. DEVELOPE TRAINING PROGRAMS FOR THE SLOW SEASON TO MAINTAIN INTEREST AND INCREASE KNOWLEDGE OF THE STAFF.



16. MAKE SURE THAT THE PASTRY EMPLOYEES REPORT TO WORK CLEAN SHAVEN, WITH A CLEAN UNIFORM AND NAME TAG DISPLAYED.
17. FILL OUT ANY REQUESTED FORMS OR REPORTS ACCORDING TO THE POLICIES AND PROCEDURES OF THE COMPANY.
18. WHEN INDICATED COMPLY WITH ANY REQUEST FROM THE KITCHEN OR FOOD AND BEVERAGE ADMINISTRATION.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.



CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE:..... SIGNED: DATE:

DEPARTMENT HEAD:..... SIGNED: DATE:

PERSONNEL MANAGER:..... SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: BAKERY COOK

REPORTS TO: EXECUTIVE CHEF / EXECUTIVE SOUS CHEF

SUPERVISES: -

JOB SUMMARY:

FUNCTION AS THE HEAD BAKERY WHICH PRODUCES THE BAKERIES FOR ALL THE AREAS OF THE HOTEL AND BE THE STIMULATING, MOTIVATING AND CREATIVE FORCE FOR THE DEPARTMENT AND STAFF TO INCREASE QUALITY AND PRODUCTIVITY.

RESPONSIBILITIES AND DUTIES:

- PREPARES BREAD, ROLLS, MUFFINS, AND BISCUITS ACCORDING TO RECIPE.
- CHECKS PRODUCTION SCHEDULE TO DETERMINE VARIETY AND QUANTITY OF GOODS TO BAKE.
- MEASURES INGREDIENTS, USING MEASURING CUPS AND SPOONS.
- MIXES INGREDIENTS TO FORM DOUGH OR BATTER BY HAND OR USING ELECTRIC MIXER.
- CUTS DOUGH INTO UNIFORM PORTIONS WITH KNIFE OR DIVIDER.
- MOLDS DOUGH INTO LOAVES OR DESIRED SHAPES.
- PLACES SHAPED DOUGH IN GREASED OR FLOURED PANS.
- SPREADS OR SPRINKLES TOPPING, SUCH AS JELLY, CINNAMON, AND POPPY SEEDS ON SPECIALTIES.
- PLACES PANS OF DOUGH IN PROOF BOX TO RISE.
- INSERTS PANS OF RAISED DOUGH IN OVEN TO BAKE, USING PEEL.
- ADJUSTS DRAFTS OR THERMOSTATIC CONTROLS TO REGULATE OVEN TEMPERATURE.
- REMOVES BAKED GOODS FROM OVEN AND PLACES GOODS ON COOLING RACK.
- MAY BAKE PIES, CAKES, COOKIES, AND OTHER PASTRIES
- MAY BE DESIGNATED ACCORDING TO SPECIALTY BAKED AS BAKER, BISCUIT; HOT-BREAD



BAKER; ROLLS BAKER; OR ACCORDING TO SHIFT WORKED AS NIGHT BAKER.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY – EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.

CONFIDENTIALITY



THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE:..... SIGNED: DATE:

DEPARTMENT HEAD:..... SIGNED: DATE:

PERSONNEL MANAGER:..... SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: BUTCHER

REPORTS TO: EXECUTIVE CHEF / EXECUTIVE SOUS CHEF

SUPERVISES: -

JOB SUMMARY:

TO REQUISITION ACCORDING TO REQUIREMENTS, WITHIN AGREED STOCK LEVEL PARAMETERS, ALL MEAT AND MEAT PRODUCTS REQUIRED BY THE ESTABLISHMENT AND ENSURE THEIR CORRECT AND COST EFFECTIVE USE.

RESPONSIBILITIES AND DUTIES:

- TO CHECK MEAT STOCKS IN REFRIGERATORS AND FREEZERS IN TERMS OF AVAILABILITY AND CONDITION.
- TO ASCERTAIN DAILY REQUIREMENTS FOR THE ORDER PERIOD.
- TO REQUISITION NEW STOCKS WHEN NECESSARY.
- TO ENSURE CORRECT STOCK ROTATION, FIRST IN FIRST OUT, AT ALL TIMES AND MAKE RECOMMENDATIONS TO THE HEAD CHEF WHEN MEAT CUTS NEED USING UP.
- TO CUT, TRIM AND PORTION TO THE REQUIREMENTS AND STANDARDS LAID DOWN BY THE ESTABLISHMENT.
- TO ENSURE THAT RED MEAT IS HUNG UNDER OPTIMUM CONDITIONS.
- TO ENSURE THAT BRINES AND MARINADES ARE CHANGED REGULARLY.
- TO ISSUE MEAT TO THE VARIOUS KITCHENS AS REQUIRED, AGAINST A REQUISITION DOCKET ONLY.
- TO ENSURE THAT HYGIENE STANDARDS COMPLY WITH COMPANY AND STATUTORY REGULATIONS.
- TO ALWAYS BE AWARE OF AND TAKE PRECAUTIONS AGAINST POSSIBLE SPOILAGE.
- TO CHECK EQUIPMENT REGULARLY AND ENSURE PREVENTATIVE MAINTENANCE IS AFFECTED.
- TO REGULARLY CHECK FOR OTHER MAINTENANCE REQUIREMENTS AND REPORT THESE TO THE MAINTENANCE DEPARTMENT.



- TO ENSURE REGULAR STOCKTAKES ARE CONDUCTED.
- TO ENSURE OPTIMUM SECURITY ARRANGEMENTS ARE IN OPERATION AT ALL TIMES.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.

CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY



INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL BE ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE: SIGNED: DATE:

DEPARTMENT HEAD: SIGNED: DATE:

PERSONNEL MANAGER: SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: GARDE MANGER

REPORTS TO: EXECUTIVE CHEF / EXECUTIVE SOUS CHEF

SUPERVISES: -

JOB SUMMARY:

RESPONSIBLE FOR COLD FOOD PRODUCTION FOLLOWING ESTABLISHED PROCEDURES AND STANDARDS.

RESPONSIBILITIES AND DUTIES:

- Prepares all cold food products for assigned restaurants as prescribed by menus.
- Assists in development and execution of all recipes for all prepared food products.
- Controls quality presentation of all food products.
- Prepares, supplies and monitors the salad bar in the buffet.
- Maintains excellent kitchen hygiene conditions at all times.
- Ensures specs in all recipes and food apportionment are met.
- Monitors guest satisfaction.
- Breaks down, cleans and assembles various types of food service machinery associated with cold food production.
- Assists in making recommendations and suggestions in hiring, terminating, suspending, and counseling to the Executive Chef.
- Maintains professional grooming and appearance and acts as a role model according to established grooming and appearance policy.
- Works in a clean, sanitary, safe, and organized manner, abiding by all health and safety regulations.
- Maintains knowledge of all State Health Department regulations and adheres to all conditions and standards.
- Prepares, portions, and garnishes of all foods.
- Participates in departmental and venue meetings, facilitating the flow of pertinent information from management to team members.



- Keeps accurate records.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.



CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL BE ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE: SIGNED: DATE:

DEPARTMENT HEAD: SIGNED: DATE:

PERSONNEL MANAGER: SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: COOK

REPORTS TO: EXECUTIVE CHEF / EXECUTIVE SOUS CHEF

SUPERVISES: -

JOB SUMMARY:

PREPARES FOOD, INCLUDING HOT ENTREES, TO SPECIFICATIONS IN AN ACCURATE AND TIMELY MANNER TO PROVIDE GUESTS WITH A QUALITY PRODUCT.

RESPONSIBILITIES AND DUTIES:

1. PROVIDES SAFE AND WHOLE SOME FOOD TO OUR GUESTS.
2. MAINTAINS A SANITARY AND ORGANIZED WORK AREA.
3. DEMONSTRATES PROPER CARE, STORAGE, USE AND CLEANING OF ALL TOOLS AND EQUIPMENT.
4. DEMONSTRATES COMPETENT PRODUCT KNOWLEDGE BY CORRECT STORING AND HANDLING OF ALL PERISHABLES, MAINTAINING QUALITY, SECURITY, VALUE AND INTEGRITY.
5. PREPARES FOOD PRODUCTS ACCORDING TO STANDARD RECIPES AND SPECIFICATIONS AND DEMONSTRATES POSITIVE RESPONSES TO TRAINING BY CHEFS.
6. EFFECTIVELY COMMUNICATES WITH OTHER TEAM MEMBERS, INCLUDING SERVICE AND KITCHEN MAINTENANCE PERSONNEL.
7. ADJUSTS EQUIPMENT TEMPERATURES.
8. PREPARES ITEMS AS DIRECTED.
9. ACTS AS EXPEDITER BY COORDINATING FUNCTIONS BETWEEN THE FOOD PREP LINE AND SERVICE PERSONNEL.



10. RECOGNIZES AND CORRECTS ANY PRODUCT DISCREPANCIES AND VARIATIONS IN QUALITY, STANDARDS AND SPECIFICATIONS.
11. STORES AND ROTATES FOOD
12. PICKS UP AND DELIVERS FOOD FROM WAREHOUSE, FOOD STORES, VEG PREP, BAKESHOP, BUTCHERSHOP AND OTHER FOOD OUTLETS
13. PREPARES SANDWICHES , SALADS, COLD SPECIALS, HAMBURGERS, PANCAKES, HOT SANDWICHES AND GARNISHES.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.



WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.

CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE:..... SIGNED: DATE:

DEPARTMENT HEAD:..... SIGNED: DATE:

PERSONNEL MANAGER:..... SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: COOK HELPER

REPORTS TO: EXECUTIVE CHEF / EXECUTIVE SOUS CHEF

SUPERVISES: -

JOB SUMMARY:

COOKS HELPERS ARE RESPONSIBLE TO PREPARE AND SERVE HOT AND COLD FOOD FOR ALL LOCATIONS.

RESPONSIBILITIES AND DUTIES:

1. RESPONSIBLE FOR FOOD PREPARATION FOR DAILY MENU ACCORDING TO STANDARDIZED RECIPES ACCURATELY WEIGHING AND MEASURING.
2. RESPONSIBLE FOR NECESSARY FOOD PREP FOR FOLLOWING DAYS' MENU ACCORDING TO PRODUCTION SHEETS.
3. TAKE AND RECORD FOOD TEMPERATURES FOR ALL FOOD SERVED.
4. PROPERLY COVER, DATE AND STORE ALL FOOD ITEMS IN PROPER CONTAINER AND STORAGE ARE. DATE ALL PERISHABLE ITEMS AND ROTATE STOCK SO THAT THE OLDER IS USED FIRST (FIFO – FIRST IN FIRST OUT).
5. MAINTAIN FOOD PROCESSING EQUIPMENT, REFRIGERATORS AND FREEZERS IN CLEAN AND SANITARY CONDITION.
6. PERFORM DAILY CLEANING TASK AS SCHEDULED AND WORK AREAS.
7. CHECK REFRIGERATOR FOR FOOD ITEMS OVER 72 HOURS OLD DAILY AND DISCARD THEM.
8. SECURE AND PROPERLY ROTATE STOCK.
9. LOAD AND DELIVER HOT OR COLD FOOD CARTS AND EXECUTES LINE SET-UP AND PLATING AS INSTRUCTED BY CHEF OR COOK SUPERVISOR.
10. ABLE TO READ, UNDERSTAND, AND FOLLOW STANDARDIZED RECIPES AND PRODUCTION SHEETS.
11. PERFORM DUTIES REQUIRED FOR SPECIAL BANQUETS OR FUNCTIONS.
12. ASSIST IN OTHER KITCHEN AREAS IN EMERGENCY SITUATIONS.
13. RESPONSIBLE FOR RECEIVING ALL PERISHABLE SUPPLIES, CHECKING THE INVOICES OR DELIVERY SLIPS TO SEE THAT THEY ARE CORRECT WITH WHAT IS RECEIVED.



14. ALL OTHER DUTIES AS ASSIGNED.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.



CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE:..... SIGNED: DATE:

DEPARTMENT HEAD:..... SIGNED: DATE:

PERSONNEL MANAGER:..... SIGNED: DATE:



JOB DESCRIPTION

JOB TITLE: STEWARD

REPORTS TO: EXECUTIVE CHEF / EXECUTIVE SOUS CHEF

SUPERVISES: -

JOB SUMMARY:

CLEANS AND SANITIZES ALL DISHES AND SILVERWARE TO BE USED BY GUESTS OF THE HOTELS. CLEANS AND SANITIZES KITCHEN EQUIPMENT.

RESPONSIBILITIES AND DUTIES:

1. Replenishes assigned station with hot and cold foods by transporting prepared food from the kitchen in a timely manner.
2. Replenishes all non food items as needed.
3. Clean and stock supplies, such as, plates, silverware, pots, pans, and other utensils.
4. Lifts bus tubs to bus carts and pushes carts to the Kitchen.
5. Cleans food serving areas, including counters, utensils and food trays.
6. Must be able to maintain the proper level of sanitation in accordance with health dept. and Stewarding standards in all kitchen outlets.
7. Cleans and sanitizes all china and flatware.
8. Must be able to clean and sanitize all kitchen equipment in a safe manner.
9. Stocks supplies (plates, silverware, pots, pans, and other utensils).
10. Meets the attendance guidelines of the job and adheres to regulatory, departmental and company policies.

Physical, Mental & Environmental Demands:

1. Must be able to work inside and maneuver throughout the kitchen areas.
2. Must be able to tolerate hot temperatures in excess of 115 degrees near dish machine, when assigned for entire shift.



3. Must be able to use the following chemicals for cleaning and sanitizing all kitchen areas: bleach, pine sol, oven cleaner, etc.
4. Must be able to operate dish machine.
5. Must be able to lift up to 100 pounds.
6. Must be able to push carts, pull, reach, bend, stoop, and stack racks of dishes and silverware.
7. Must be able to respond to visual and aural cues.

REQUIREMENTS:

- EDUCATION
 - FORMAL CULINARY TRAINING
 - FINISH HIGH SCHOOL
- EXPERIENCE
 - 2 YRS. WORKING AS AN CHIEF/ASSISTANT CHIEF STEWARD
 - 5 YEARS KITCHEN EXPERIENCE IN TOTAL
- PREFERRED LANGUAGES
 - English

BUSINESS ETHICS

SPHM HOSPITALITY TEAM ALWAYS BELIEVES AND BEHAVES IN THE FOLLOWING:

WE HAVE PRIDE IN THE WORK WE DO, HOW WE PRESENT OURSELVES, AND HOW WE COMMUNICATE WITH OUR GUESTS AND OUR COLLEAGUES.

WE ALWAYS FIND THE BEST WAY TO SOLVE A PROBLEM FOR A GUEST OR A COLLEAGUE.

WE WORK CLOSELY WITH OUR COLLEAGUES IN ALL DEPARTMENTS TO DELIVER THE HIGHEST QUALITY OF SERVICE ON ALL OCCASIONS.

WE ALWAYS THINK OF NEW WAYS TO SURPRISE AND DELIGHT OUR GUESTS.

WE TREAT GUESTS AND COLLEAGUES FAIRLY — EVERYONE IS IMPORTANT.

WE ARE PROUD TO REPRESENT OUR HOTEL AND OUR COUNTRY TO GUESTS FROM ALL OVER THE WORLD.

WE ARE HAPPY TO TALK TO OUR GUESTS WHEN THEY ASK US QUESTIONS ABOUT OUR HOTEL AND ABOUT INDONESIA.



CONFIDENTIALITY

THE HOTEL REQUIRES THAT YOU WILL NOT (EITHER DURING OR AFTER YOUR EMPLOYMENT), DIVULGE ANY INFORMATION ACQUIRED BY YOU ABOUT THE COMPANY, ITS CUSTOMERS AND ASSOCIATED BUSINESS TO ANY THIRD PARTY WITHOUT EXPRESS AUTHORIZATION FROM SENIOR MANAGEMENT OF THE HOTEL

SINCE THE TASKS AND SOP'S ARE INCREASING, AND WILL BE REVISED AT A LATER STAGE, IT IS UNDERSTOOD THAT THERE WILL BE SOME ADDITIONAL AND NEW ATTACHMENTS IN THE FUTURE AS THE BUSINESS WILL BE INCREASING AND CUSTOMER'S EXPECTATIONS WILL BE EVEN HIGHER, THEREFORE NEW TASKS WILL ADDED, AS IT SHALL BE REQUIRED.

I HAVE READ, UNDERSTOOD AND AGREE TO THIS JOB DESCRIPTION, ALL MY DUTIES AND RESPONSIBILITIES.

EMPLOYEE:..... SIGNED: DATE:

DEPARTMENT HEAD:..... SIGNED: DATE:

PERSONNEL MANAGER:..... SIGNED: DATE: