



**Job Title:** Kitchen Manager  
**Status:** Non-Exempt  
**Department:** Deli  
**Reports to:** Deli Manager

**Position purpose and summary:** To ensure standard of quality prepared food in a supervisory position as well as maintain efficient daily workflow in the deli. Assist in the achievement of department goals. Assist deli manager in overseeing all aspects of kitchen operations. Ensure excellent customer service from kitchen staff as needed.

**Role Qualifications:**

Food service experience required  
ServSafe certification mandatory  
Relevant supervisory experience required  
Buying/ordering experience required  
Self motivated, responsible, organized and flexible  
Efficient knife and cooking skills  
Good sense of taste/smell  
Familiarity with natural foods  
Attention to detail  
Ability to lead by example  
Good communication skills  
Ability to remain calm under pressure  
Ability to multitask  
Ability to fluently work in all departmental positions

**Responsibilities:**

**I. Customer Service**

1. Provide excellent customer service and monitor customer service by kitchen staffs.
2. Communicate and address customer service request and concerns in professional manner in absence of deli manager.

**II. Department Operations Essential Functions**

1. Oversee daily production list for kitchen staff. Ensure recipes are being produced consistently and meeting department established yields.
2. Coordinate production needs for the deli service counter with Service Lead.
3. Order products for kitchen as needed to manage production.
4. Ensure proper recording in regards to transfers, loss and samples.
5. Assist as needed to check, receive and store products delivered to department.
6. Communicate production needs as they arise to appropriate staff to accommodate for increased business flow.

7. Ensure thorough trainings and documentation of new hire kitchen staff. Coordinate cross trainings with other departments where available.
8. Conduct performance reviews for kitchen staff.
9. Assist in production when/where needed.
10. Take disciplinary action as warranted, following established policies. Ensure proper documentation is recorded in compliance with progressive discipline policies.
11. Ensure temperature monitoring throughout day of all hot/cold foods. Keep accurate records in regards to established temperature monitoring policies.
12. Maintain open communication with all kitchen staff and respond to staff concerns in a timely fashion.

#### **IV. Department Maintenance**

1. Trouble-shoot equipment breakdowns according to guidelines.
2. Ensure equipment needs and/or repair needs are communicated to department manager. Call repair service in absence of department manager.
3. Ensure all kitchen staffs work areas are clean, orderly and efficient throughout daily production.
4. Ensure health department regulations are followed in all aspects of food production.
5. Ensure organization of kitchen.

#### **V. Miscellaneous**

1. Participate in creation of goals for kitchen staff.
2. Participate in quarterly inventory counts as needed or requested.
3. Other projects as assigned by deli manager.

**Reporting to this position:** Cook staffs, dish staff, prep positions

#### **Physical demands and work environment:**

Must be able to operate/use kitchen equipment: Knives, griddle, ovens, juicer, robot coupe, scale

Must be able to work long shifts as needed (on occasion, more than 8 hours)

Must be able to work standing up for entire shift

Work environment may be crowded, noisy and hot a majority of the time

Must be able to lift up to 25 lbs regularly

May have to lift 50 lbs or more on occasion

Repetitive hand movements required in the normal course of a shift

**General sign-off:** The employee is expected to adhere to all company policies.

I have read and understand this job description.

**Signature:** \_\_\_\_\_ **date:** \_\_\_\_\_

