

## National Occupational Standards

**Sector:** Hospitality and Tourism

**Occupation:** Head Chef/ Sous-Chef

**MQF Level:** 5

**Units:**

- CDP 501-Health and safety at the workplace
- CDP 502: Preparation of area, equipment and items for food preparation and service
- CDP 503: Food preparation, production, presentation and setup
- CDP 504: Kitchen management
- CDP 505: Post service cleaning and clearing of service areas
- CDP 506: Work ethics
- CDP 507: Human Resource management

**CDP 501-Health and safety at the workplace**

This unit lists the knowledge and skills needed by a person holding this position to ensure that all work is carried out in compliance with health and safety requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to oversee that health and safety procedures are followed by all staff members at the workplace which ensures that their actions do not create health and safety risks to self or others.

**Performance Criteria:**

The candidate must have the necessary knowledge and skills to manage and administer their workplace so that:

1. Safe working practices are carried out according to the workplace health and safety regulations
2. Tools, equipment, materials and ingredients are used by all staff in an appropriate manner to prevent damage to the work areas
3. Health and safety regulations are followed for storing and preserving materials, food items, and equipment
4. Protective clothing and safety equipment are used by all staff to accomplish tasks where necessary.
5. Hazards or injury are dealt with in a professional manner
6. Workplace processes related to health and safety issues are continuously evaluated and improved

**Required Knowledge**

The level 5 Head Chef must know, evaluate and explain:

1. The roles and responsibilities of themselves and others under the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007
2. The legal notice 293 of 2016 main scope and the individual legal responsibilities, with particular interest in S.L. 424.30
3. Health concerns associated with the workplace and safe practices when carrying out work
4. Potential hazards at the place of work (such as electricity, slippery surfaces, contaminants, irritants, fire, heights, and improper use of tools and equipment)
5. The precautions to be taken to abide by health and safety regulations and policies at the workplace
6. The health and safety risks associated with their role and that of all staff regarding tools, materials, ingredients, and equipment
7. Any toxic effect of materials and ingredients used

8. Different methods used to protect work areas and equipment from damage
9. The workplace instructions and policies for protecting work areas and equipment from damage
10. The necessary personal safety precautions including the use of protective clothing and equipment for a range of applications
11. The procedures for dealing with potential hazardous material in the place of work
12. The first aid facilities that exist within work area
13. Emergency procedures in the workplace
14. Contact details of responsible persons to whom to report health and safety matters

#### **Required Skills**

The level 5 Head Chef must be able to:

1. Provide support to ensure all staff comply with duties and obligations defined in the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007
2. Oversee that staff members work according to Health and Safety regulations and other relevant regulations that apply on the job
3. Identify which health and safety procedures are applicable and relevant to their particular working environment
4. Ensure that all staff members adhere to work productions and service processes as per legitimate instructions
5. Control health and safety hazards within own capability and job responsibility
6. Ensure staff members comply with warning signs displayed at the workplace and set up safety signs when necessary
7. Reinforce the safe use, maintenance, and storage of tools and equipment based on workplace policies and instructions
8. Oversee that staff members protect work areas from damage and perform work functions without damaging work areas
9. Ensure that all staff are equipped with the appropriate personal protective clothing and safety equipment at all times during their presence at the workplace
10. Identify any hazards or hazardous materials at the workplace
11. Deal with hazards, risks and hazardous material according to workplace regulations
12. Seek expert assistance when help is needed and falls out of own responsibility
13. Follow emergency procedures in the workplace
14. Recognize emergency situations, take necessary action and report to superiors where necessary

15. Contact relevant authorities in case of emergency in compliance with company policy
16. Evaluate and suggest changes to develop health and safety processes at the workplace

**CDP 502: Preparation of area, equipment and items for food preparation and service**

This unit lists the knowledge and skills needed by a person holding this position to ensure correct and adequate preparation of back of house areas used for food preparation. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to oversee that staff is correctly preparing, cleaning and clearing areas and equipment prior to conducting any food preparation for service.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to manage and administer their workplace so that:

1. Work areas are ready for service
2. The cooking equipment is clean, undamaged and set up prior to service
3. Kitchen staff members are well trained and supported in conducting tasks related to the preparation of the kitchen area prior to service
4. Research and suggestions on developments take place on a regular basis to improve the existing processes related to the preparation of the kitchen area

**Required Knowledge**

The level 5 Head Chef must know, evaluate and explain:

1. Where and how the work area needs to be set up according to the service type
2. The adequate use and professional terminology of tools, equipment and products relevant and needed in all the kitchen stations
3. The workplace regulations for setting up and preparing working stations in all kitchen sections
4. Any changes in workplace regulations regarding setting up and preparing working stations

**Required Skills**

The level 5 Head Chef must be able to:

1. Ensure that work area including tools, equipment and food items are set up correctly and ready for use prior to start of service
2. Ensure that correct cleaning procedures for consumables, tools and equipment are carried out as needed for service in all the kitchen stations at the workplace
5. Provide support and training to new kitchen staff members in conducting tasks related to the preparation of the kitchen area prior to service

6. Provide support and training to all kitchen staff to implement any new workplace procedures
7. Research and suggest developments on a regular basis to improve the existing processes related to the preparation of the kitchen area

**CDP 503: Food preparation, production, presentation and setup**

This unit lists the knowledge and skills needed by a person holding this position to ensure that work related to the food preparation, production, presentation and setup is carried out according to workplace standards. Upon completion of the unit, the persons carrying out this work will possess the necessary rounded knowledge and skills to oversee that all kitchen staff are applying the correct procedures for preparation, production and presentation of food items for *à la carte* and/or buffet menu according to workplace standards and recipes.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to manage and administer:

1. Dishes of all the kitchen stations and ensure preparation in accordance with workplace menu, recipes and standards
2. The serving, garnishing and presenting of dishes of all the kitchen stations according to workplace standards
3. Support and training to kitchen staff members in conducting tasks related to food preparation, production and presentation
4. Research and suggestions on developments on a regular basis to improve the existing processes related to the preparation of food

**Required Knowledge**

The level 5 Head Chef must know, evaluate and explain:

1. Daily updates about the events and functions at the workplace
2. All recipes needed to prepare dishes in all the stations present at the place of work
3. Workplace standards for preparing and cooking dishes
4. All menu items, recipes, methods of production and presentation standards followed at the workplace
5. Functions of different equipment and tools needed to prepare food in all the stations present at the place of work
6. Advanced up-to-date products, food preparation techniques.
7. Any changes in workplace regulations regarding food preparation
8. The menu creation principles to maintain quality while controlling costs in the workplace food business style

### Required Skills

The level 5 Head Chef must be able to:

1. Communicate effectively with subordinates about daily requirements, events and functions
2. Ensure that all kitchen staff adhere to cooking and food preparation procedures according to health and safety regulations and other workplace standards
3. Ensure the dishes are prepared to the correct temperature, correctly garnished, presented in correct portion according to workplace standards
4. Ensure the dishes are ready on time to be served to the customer whilst respecting dietary needs and other requests
5. Provide support and training to new kitchen staff members in conducting tasks related to the preparation food
8. Demonstrate the correct use of kitchen tools and equipment
9. Provide support and training to all kitchen staff to implement any new workplace procedures
10. Research and suggest developments on a regular basis to improve the existing processes related to the food preparation



**CDP 504: Kitchen management**

This unit lists the knowledge and skills needed by a person holding this position to manage all the sections of the kitchen. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to ensure the proper and smooth functioning of all the kitchen sections based on standards set by the workplace management. This person fulfilling requirements of this unit will be able to effectively manage all sections of the kitchen.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to manage and administer:

1. Stock control and management of goods and products
2. Communication and guidance of all kitchen staff
3. Organization and coordination of different functions and events
4. Menu development and improvement
5. Research and suggestion of developments on a regular basis to improve the existing processes

**Required knowledge**

The level 5 Head Chef must know, evaluate and explain:

1. The workplace procedures for documenting, reporting, receiving, and managing stock
2. The stock needs for an effective and efficient service, including consumables, service tools and equipment
3. The workplace procurement procedures
4. The workplace procedures for reporting malfunctioning of tools and equipment
5. Roles and functions of subordinates and superiors within all the stations present at the place of work
6. The interconnectivity of the different sections and departments at the place of work
7. How to plan and organize the daily functions and workload and how to prioritize work accordingly
9. The basics of menu creation principles to maintain quality while controlling costs in the workplace food business styles
10. Up-to-date information on culinary trends and optimized kitchen processes

**Required skills**

The level 5 Head Chef must be able to:

1. Monitor consumption and production levels
2. Manage documentation of stock based on workplace policies
3. Plan menus and work out food and labour costs
4. Check stock levels and identify shortages on a regular basis and consult with colleagues to determine stock needs in the different kitchen sections
5. Identify the daily estimated volume of products needed to perform all cooking functions in the assigned cooking station
6. Maintain/raise the food's profit margins
7. Estimate costs and ensure all purchases come within budget
8. Take care of the kitchen's accounts
9. Order new products following procurement and purchasing guidelines and quality checks for choosing suppliers
10. Liaise with suppliers to ensure timely and adequate supply of goods
11. Inspect and approve all provisions, fresh and frozen, in accordance to workplace procedures
12. Check and confirm received items are according to standards
13. Ensure received items are stored correctly
14. Report and tackle any complaint for damaged or malfunctioning equipment
15. Receive and plan orders from customers for events and catering services
16. Develop menu items according to principles of menu creation, standards of the establishment, types of meals, seasons and customer requests
17. Communicate clear instructions to subordinates
18. Guide and instruct subordinates on a daily basis to ensure motivation and efficient working environment
19. Supervise activities of overall kitchen sections and functions
20. Research and suggest developments on a regular basis to improve the existing processes
21. Research solutions to improve and maintain sustainable work practice

**CDP 505: Post service cleaning and clearing of service areas**

This unit lists the knowledge and skills needed by a person holding this position to ensure that all staff members carry out post service cleaning and clearing of service areas following workplace standards. Upon completion of the unit, the persons carrying out this work will be able to reinforce the correct procedures for clearing up and reorganizing the workplace after completion of food service.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to manage and administer:

1. The clearing up of all work stations and their adequate reorganization following service
2. The support and training to kitchen staff members in conducting tasks related to post service cleaning and clearing of service areas
3. Research and suggestions of developments on a regular basis to improve the existing processes related to post service cleaning and clearing of service areas

**Required Knowledge**

The level 5 Head Chef must know, evaluate and explain:

1. The different procedures and processes followed to clean specific tools and equipments when applicable
2. The importance and manner to safely store tools and equipment after use
3. Any changes in workplace regulations regarding post service cleaning and clearing

**Required Skills**

The level 5 Head Chef must be able to :

1. Supervise the correct cleaning is conducted for the different types of tools and equipments in line with food and safety Act of 2002
2. Ensure that food items are stocked up, correctly stored and ready for next service
3. Provide support and training to new kitchen staff members in conducting tasks related to post service cleaning and clearing
4. Provide support and training to all kitchen staff to implement any new workplace procedures
5. Research and suggest developments on a regular basis to improve the existing processes related to post service cleaning and clearing

**CDP 506: Work ethics**

This unit lists the knowledge and skills needed by a person holding this position to oversee that all staff carry out work in an ethical and professional manner. This unit covers work ethics related to relations with customers and colleagues.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Oversee that all staff members maintain a professional and courteous attitude with customers and colleagues
2. Maintain a harmonious team work environment with colleagues
3. Ensure all staff members respect work obligations
4. Deal with difficult or unexpected situations in a professional manner

**Required Knowledge**

The level 5 Head Chef must know, evaluate, and explain:

1. The meaning and implications of a customer centric business
2. The importance of maintaining a team ethos among colleagues
3. The importance of being aware of cultural diversity among staff members and clients
4. The rules and regulations of the workplace
5. Own duties, functions and responsibilities
6. The duties and functions of subordinates
7. Emotional management techniques
8. Basics of interpersonal communication

**Required Skills**

The level 5 Head Chef must be able to:

1. Value customers and colleagues by adopting a courteous attitude and by showing a proactive approach
2. Address clients and colleagues in a professional manner at all times at all times while being aware of cultural diversity
3. Ensure customer satisfaction whilst supervising other staff members
4. Effectively deal with customer complaints to maintain high satisfaction levels among clientele

5. Create and maintain a positive mind-set among employees
6. Ensure tasks are carried out effectively and efficiently according to the workplace standards and procedures
7. Ensure that all staff members attend work on time wearing clean and appropriate clothing according to the workplace requirements
8. Respect and follow superiors' instructions
9. Guide and instruct subordinates in a positive, professional and polite manner
10. Collect periodically feedback from employees and from customers to evaluate and develop existing processes

### **CDP 507: Human Resource management**

This unit lists the knowledge and skills needed by a person holding this position to ensure proper staff management. Upon completion of this unit, the person holding this position will have the knowledge, skills and competences to deal with staff related issues such as recruitment, training, scheduling, motivation and conflict resolution.

#### **Performance Criteria**

The candidate must have the necessary knowledge and skills to manage and administer:

1. All staff records, time plans and schedules
2. Staff recruitment and training
3. High performance level among staff members
4. Conflict resolution, staff complaints, misconducts and staff negligence

#### **Required Knowledge**

The level 5 Head Chef must know, evaluate and explain:

1. Workplace regulations regarding shifts, scheduling, leaves...
2. Functions of all staff members at the workplace
3. Training needs of new recruits in the different kitchen sections
4. Basics in staff motivation techniques
5. Basics of interpersonal communication
6. Different ways to give feedback to staff members
7. Basics of conflict resolution techniques

#### **Required Skills**

The level 5 Head Chef must be able to :

1. Manage staff time plan and staff roster
2. Estimate staff's workload and compensations
3. Maintain records of payroll and attendance
4. Assist in formulation of job descriptions
5. Identify and report on staff shortages
6. Assist in recruiting, monitoring and training new staff members

7. Supervise activities and performance of all kitchen staff members
8. Maintain discipline among staff members
9. Tackle misconducts and staff negligence
10. Recommend means to develop staff performance and motivation
11. Ensure staff continuous development
12. Provide continuous feedback to staff members on performance
13. Resolve conflicts among employees
14. Address any complaints or concerns from staff members