

WORLDCHefs

GLOBAL CULINARY CERTIFICATION

HANDBOOK



WORLDCHIEFS GLOBAL CULINARY CERTIFICATION

WORLDCHIEFS CERTIFIED SOUS CHEF



The holder of this badge is a professional chef with experience in supervising kitchen operations. As part of their role, this individual is responsible either for managing a team of chefs de partie or for contributing to managing an entire food service operation, under the direction of a chef de cuisine or executive chef.

THIS DOCUMENT SHOULD BE READ IN CONJUNCTION WITH THE
**WORLDCHIEFS GLOBAL CULINARY CERTIFICATION INTRODUCTION
HANDBOOK**

WHAT THE DIFFERENT COLOURS MEAN

Skills required: Skills required to achieve a badge are shown in black colour.

Examples: For each skill required, a range of examples are provided to illustrate how the relevant skill can be demonstrated. Examples are shown in blue colour.

Examples are a list of activities which are likely to be carried out when undertaking the role the badge relates to. The list of examples is **not** exhaustive. Individuals are **not** required to demonstrate every skill listed and there may be other relevant skills which are not listed, but can be accepted.

Definitions: Key terms, which are used to illustrate the skills required and/or the examples, are explained in light blue colour.

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	Team refers to team members working under the supervision of the Sous Chef.
	CORE SKILLS
C1	Provide guest service
	Adhere to professional workplace standards
	Follow standards set by the establishment
	Make guests feel welcome when interacting with them
	Anticipate guest needs
	Respond to guest requests
	Escalate issues/complaints to line manager, as required
C2	Set and monitor goals and targets
	Work with line manager to set goals and targets for the team
	Communicate goals and targets to the team
	Lead the team to perform the required duties and responsibilities to achieve goals and targets
	Monitor team's performance against goals and targets
	Contribute to performance management for members of own team
C3	Supervise a team to deliver service standards
	Sets out daily activities for the team
	Conduct team briefings
	Check the grooming standard of the team on daily basis to ensure these meet professional standards and standards set by the establishment
	Oversee activities undertaken by the team to ensure that standards, including SOPs, set by the establishment are followed
	Maintain effective working relationship with team members, peers, line manager and line manager's peers
	Deliver feedback to team members, peers and line manager in a constructive and professional manner to improve food service standards
	Receive feedback in a professional manner
	Recognise and celebrate positive feedback/success
C4	Solve problems and deal with pressure in own area of responsibility
	Oversee the team's operations to spot any issues that may impact on the food service and provide hands-on support to resolve these
	Manage guest requirements, requests, feedback and complaints within own area of responsibility
	Escalate guest requirements, requests, feedback and complaints to line manager, as necessary

C5	Contribute to the recruitment of staff
	Work with line manager to identify recruitment needs for area under own supervision
	Provide input into the recruitment and selection process, as required
C6	Train and coach team under own supervision
	Support induction for the team and new members of the kitchen operation
	Assist in conducting department training sessions
	Identify training needs of the team to meet professional and establishment standards
	Coach members of the team
	Provide hands-on training to the team, as necessary
C7	Contribute to planning and managing resources, within budget
	Demonstrate a working knowledge of the efficient use of ingredients and consumables
	Ensure that team uses ingredients and consumables in a cost effective manner by applying appropriate portion control measures and by keeping food waste to a minimum
	Contribute to planning and purchasing food stock, within budget, in line with the establishment's requirements and specifications
	Ensure the food stock is purchased 'just in time' as much as possible
	Ensure safe and secure storage of food stock
	Oversee the work of the team to avoid over-preparation and over-cooking
	Supervise staff to ensure timely completion of tasks
	Prepare staff rota to ensure kitchen areas are always sufficiently staffed and equipped to deliver food and food service to the required standard
	'Just in time' purchasing refers to a food purchasing strategy which aims to order raw materials directly from suppliers and in line with the kitchen production schedule to ensure efficient management of stock and to low inventory costs.
C8	Identify sustainable practices in the kitchen
	Describe how the following could be applied in kitchen operations:
	- Reducing food waste
	- Recycling waste/packaging
	- Economic use of power and electricity
	- Consideration of carbon footprint: the environmental impact of getting goods to the establishment (eg food miles)
	- Consideration of animal welfare
	Identify any practices which are already applied/in place in own kitchen, if applicable

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	ROLE SPECIFIC SKILLS
R1	Demonstrate an understanding of own role, in the context kitchen operations
	Explain key activities that are part of own role
	Explain key activities of own team
	Describe how different teams within the kitchen work together to deliver food and food service
	Explain how the kitchen contributes to the effective running of the establishment
R2	Work with line manager to deliver food and food service which meets establishment standards
	Demonstrate a working knowledge of the culinary operation
	Check the appearance of the team at the start and during kitchen service to ensure professional and establishment standards are upheld
	Check that the team understands the menu content, any menu changes and promotional activities
	Check daily requirements, including guest numbers and any special requirements, to ensure that required stock (ingredients) is (are) available to be used
	Supervise preparation of the kitchen area for service
	Supervise food preparation
	Undertake checks during service to ensure standard operating procedures are met
	Provide hands-on support for the team to ensure efficient food production and food service
R3	Work across different departments effectively to deliver food and food service which meets guest needs
	Work with colleagues in other departments to deliver food and food service
	Support the work of other departments , in line with the requirements of the establishment
	Department refers to a division within a hospitality establishment which is dedicated to service a particular section of the business. Examples of department include the kitchen, food and beverage service, front of house, housekeeping, sales and marketing or accounting.

R4	Ensure that the principles of food safety are applied in own team
	Supervise the team to ensure they do the following:
	- Maintain personal hygiene required for handling food
	- Keep the work area(s) and equipment clean and hygienic, using appropriate cleaning methods
	- Keep food safe from microbial, chemical, physical and allergenic hazards
	- Follow safe food handling practices and procedures, including safe work flow, to reduce contamination risks
	- Control temperature for storage and cooking of food to avoid food spoilage
	- Follow standard procedures for receiving deliveries and for storage food items
	- Maintain accurate records
	- Apply the principles of HACCP within own role
	<p>Food safety refers to the safe handling, preparing and storing food to prevent it from becoming contaminated and causing food poisoning and reduce the risk of individuals becoming sick from foodborne illnesses.</p> <p>HACCP refers to Food Safety Management Systems based on the principles of Hazard Analysis Critical Control Point according to appropriate directives or regulations.</p>
R5	Coordinate the work of sections under supervision to produce dishes to establishment standards
	Supervise the food production across different sections under supervision to make sure food and food service meet establishment standards
	Co-ordinate with kitchen and food service staff to ensure the right orders go out to the right table
	Work with line manager to plan menu changes, new menus or menu specials
	Control costing for new menu items to ensure menu items can be produced within budget
R6	Produce and present dishes, using standardised recipes
	Ability to produce and present dishes made using standardised recipes
	<p>Dish refers to a starter, main course or dessert made up of several components which has been produced and presented, ready to be served to guests within a restaurant setting and/or at a table (eg served on a plate or suitable equivalent). Take away, street food or food produced to be consumed 'on the go' does not qualify as a 'dish' for the purpose of the certification.</p> <p>Recipe refers to a set of instructions for preparing a particular dish. Recipes to include the name of the dish, number of portions, ingredients, quantities, timings, cooking methods, techniques and equipment.</p> <p>Standardised recipe refers to a recipe created by the culinary operation which includes requirements specific to the operation including presentation requirements.</p> <p>Cooking methods refers to the various ways of using cookery skills including sautéing, pan-frying, deep frying, boiling, poaching, steaming, baking, roasting, grilling, smoking, curing, and water-bath cooking.</p>

R7	Demonstrate a working knowledge of legislation and health and safety requirements which relate to own team
	Ensure that the team completes all mandatory training
	Maintain current knowledge of requirements and communicate changes to the team
	Oversee the operations of the sections under own supervision to spot any non-compliance issues and take corrective action or escalate these to line manager
R8	Demonstrate a working knowledge and safe use of technology used in the kitchen appropriate to the role
	Use technology-enabled resources to process orders including point of sales technologies or electronic printers
	Use social media to monitor guest feedback
	Demonstrate a competent and safe use of kitchen equipment which has built-in digital or smart technology

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	PROFESSIONAL DEVELOPMENT
P1	<p>Have an understanding of career pathways within the culinary profession, including progression opportunities for current role</p> <p>Describe the structure of the establishment</p> <p>Describe the structure of the kitchen operation</p> <p>Identify career opportunities within the culinary profession</p> <p>Describe opportunities to progress from current role (ie next steps)</p>
P2	<p>Undertake a range of training or learning activities to acquire new or update existing skills and knowledge</p> <p>Identify training or learning needs specific to own role</p> <p>Participate in training or learning activities</p> <p>Provide evidence of training or learning undertaken</p>
	<p>Training or learning activities refers to on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.</p> <p>Training or learning needs refers to the development of skills and knowledge related to culinary arts which may include:</p> <ul style="list-style-type: none"> - Product knowledge and food trends - Understanding of new developments, IT systems and equipment - Changes to legal or industry regulations such as health and safety and food safety - Changes to establishment standards - Development of soft skills such as communication and teamwork.
P3	<p>Apply knowledge/skills gained from training or learning activities to improve working practice and evaluate outcome</p> <p>Identify opportunities to apply new knowledge/skills learnt</p> <p>Describe how new knowledge/skills learnt have been put into practice:</p> <ul style="list-style-type: none"> - Outline the changes made to the way in which own team works - Impact of the changes on the work of the team