JOB DESCRIPTION

Position: Head Baker

Department: Bake Shop

Reports To: Executive Pastry Chef/ Pastry Sous Chef

Basic Job Function:
Assist in the coordination of all bakery items throughout the resort along with assisting in receiving, storage, issuance, preparation and presentation of these food items. Uphold and ensure compliance with all company and departmental policies and procedures.

Minimum Requirements:
• Minimum of Associates degree in Baking and Pastry Arts, or equivalent.
• Relevant culinary qualification and experience in either a hotel, resort or quality restaurant
• Experience in a four or five 5-Star property desired
• Ability to follow standardized recipes
• Servsafe Certification preferred
• Excellent communication skills, both written and verbal
• Proficient in Windows XP and Microsoft Office software applications such as: Word, Excel, and Outlook preferred
• Proficient with copier, fax, telephone and calculator
• Consistently aspires to fulfill our core Company values (Benevolence, Commitment, Compassion, Fairness, Integrity, Quality, Reliability & Teamwork)
• Exhibits the Sea Island Five-Star Behavior Standards with guests, members and co-workers
• Must possess a positive attitude and have the ability to work with a variety of people and in cooperation with coworkers efficiently and effectively
• Must be detail oriented and able to manage competing priorities and multiple deadlines in a fast paced environment
• Ability to easily adapt to organizational and environmental changes
• Must be flexible to working days, early mornings, evenings, weekends, and holidays
• Report to work at the scheduled time, neatly groomed and in compliance with company Dress Code Policy

Tasks/Responsibilities:
• Accountable for guest satisfaction by ensuring Sea Island’s food standards are met
• Address guest concerns in a timely and efficient manner and implement solutions
• Uphold appropriate departmental standards of quality/timing
• Determine recipes and ingredients used
• Produce all baked goods for the resort including but not limited to: artisan breads and rolls, lavosh, muffins, laminated danish, laminated croissants and doughnuts.
• Train Bakers and Apprentices in relevant aspects of baking.
• Monitor sanitation procedures in the Bake Shop
• Monitor safety of Bake Shop operations
• Produce daily production schedules
• Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area to answer any questions guests may have to the best of one’s ability

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• If applicable, complete a Guest Problem Resolutions (GPR) form on any issues (solved or unsolved issues) and follow-up on issues as needed (if computer access is not available give information to admin support)
• Maintains cleanliness and organization in all work areas
• Uphold appropriate departmental standards of quality/timing
• Uphold and ensure compliance with all company and departmental policies and procedures
• Report all equipment problems and maintenance issues, known safety hazards, or unsafe practices and procedures to supervisor immediately
• Attends all scheduled employee meetings and brings suggestions for improvement
• Willing and timely execution of other duties as delegated by leadership

Physical Requirements:
• Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, pull, push, and walk for prolonged periods
• Must have the ability to work for extended time periods in an environment with extreme heat and/or cold
• If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
• Ability to use sharp knives safely and proficiently
• Ability to perform repetitive tasks with accuracy
• Ability to lift, carry, pull and push up to 50 lbs repeatedly throughout a shift
• Ability to read, write and communicate effectively in English, both written and verbal
• May be exposed to mechanical, electrical, chemical and fume hazards
• No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

I have read, understand and voluntarily commit myself to the general guidelines contained in this document. I also understand that this is only a basic description of my position and that it does not, nor is it intended to, outline all of the specifics of responsibilities which I will be expected to perform.

Print Name: ___________________   _____
Signature: ______________________________

Date: ______________________________

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