

WORLDCHEFS

GLOBAL CULINARY CERTIFICATION

HANDBOOK



WORLDCHIEFS GLOBAL CULINARY CERTIFICATION

WORLDCHIEFS CERTIFIED CHEF DE CUISINE



The holder of this badge is a professional chef with a proven track record in managing a food service operation. This individual is responsible for the overall running of a professional kitchen which includes planning and supervising the food production, leading and developing the kitchen staff, budgeting and forecasting and the implementation of the revenue plan for the kitchen. A chef de cuisine may also be referred to as a head 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.

Worldchefs Certified Chef de Cuisine	
	Team(s) refers to the team(s) working in the kitchen operation, under the supervision of the Chef de Cuisine.
	CORE SKILLS
C1	Support the delivery of revenue strategy to achieve set goals
	Provide input into strategic decisions to support implementation of the kitchen revenue plan
	Support line manager to develop kitchen revenue plan
	Support the delivery of operational projects underpinning the kitchen revenue plan, within budget and on time
C2	Set and monitor targets
	Translate the kitchen revenue plan into targets and action plans for own team(s)
	Communicate targets and action plans to the team(s)
	Monitor the performance of the team(s) against targets and action plans
	Take corrective action, as necessary, to ensure targets are met
C3	Lead and manage a team (or teams) to deliver service standards
	Set objectives to achieve team goals
	Supervise the day-to-day operations in the kitchen, by working with a team of sous chefs (or equivalent)
	Conduct team meetings/ briefings
	Conduct performance reviews for team members
	Support line manager on personnel actions such as performance issues, disciplinary actions and terminations
	Maintain effective working relationship with members of the team(s), peers, line manager and line manager's peers
C4	Provide guest service
	Manage and coordinate all activities within the kitchen operations to ensure that the operation provides food and food service in line with establishment standards
	Monitor the quality and efficiency of food service and make suggestions for improvements
	Respond to guest comments and feedback and escalate these, as necessary
	Formulate and implement solutions to address problem areas within the kitchen
	Highlight problem areas to line manager and make recommendations for improvements in food service
	Deliver training or arrange for training to be delivered to address problem areas in the kitchen, as necessary

C5	Solve problems and deal with pressure effectively in own area of responsibility
	Identify potential issues in the kitchen which may impact on the food service and/or guest experience and address these pro-actively
	Be available in the kitchen to assist team(s) to deal with any issues or problems
	Resolve operational issues or problems which may impact on the kitchen operation and/or guest experience
	Manage guest requirements and complaints which have been escalated to the kitchen
C6	Recruit staff
	Identify recruitment needs for the kitchen
	Screen applicants
	Conduct interviews
	Select staff for the team(s)
	Monitor the retention and turnover of staff
C7	Train and develop team(s)
	Deliver induction to new staff
	Conduct department training sessions
	Train team(s) to meet company standards
	Identify individual training needs within own team(s) and allocate appropriate training
	Support the development of team members to help them progress
	Coach members of own team(s)
C8	Manage finances
	Contribute to the development of the kitchen financial plan
	Monitor the financial performance of the kitchen
	Plan and control operational budgets and costs for the kitchen
	Contribute to driving sales to achieve kitchen revenue targets
	Take corrective actions within own area of responsibility, as required, to ensure financial targets are met

C9	Plan and manage resources, within budget
	Help drive efficiencies for the kitchen:
	- Manage own team(s) (organising staff rotas, work shifts and in-house training)
	- Contribute to managing and overseeing food requirements, including daily requirements and requirements for functions and special events
	- Ensure food stock is purchased 'just in time' as much as possible
	- Manage food stock and storage to keep wastage to a minimum
	- Check kitchen equipment is safe to use and in good working order
	- Organise cleaning and maintenance of kitchen equipment
	- Ensure safe and secure storage of kitchen and service equipment
	- Arrange for maintenance of kitchen and service equipment, as necessary
	'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.
C10	Promote sustainable practices in the kitchen
	Describe how sustainable practices can impact on the efficiency of 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

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	ROLE SPECIFIC SKILLS
R1	Demonstrate an understanding of own role and the role of the kitchen operations
	Explain key activities that are part of own role
	Describe how different teams within <u>and outside</u> the kitchen work together to deliver food and food service
	Explain how the kitchen contributes to the effective running of the establishment
R2	Manage the kitchen operations to deliver food and service which meet standards set by the establishment and guests' needs
	Check reservations for daily requirements, including guest numbers and any special requirements, and ensure that these can be met by the kitchen
	Work with direct reports to plan staffing, resources and the service flow to ensure the kitchen is ready for service and daily requirements can be met
	Oversee the food production in the kitchen during service to ensure it meets standards set by establishment
	Coordinate with food service staff to ensure guests' food experience meets establishment standards
	Manage staffing levels in accordance with the flow of guests, including daily and seasonal fluctuations
	Manage issues during service to ensure efficient food production and food service
R3	Plan menus based on guest profile and establishment type
	Design dishes based on a variety of cooking techniques and food items
	Identify guest and establishment profile and how these will impact on the menu design
	Plan for guests with special requirements and special diets including allergens
	Choose ingredients and dishes considering seasonality and sustainability
	Consult with sous chef (or equivalent) and other managers to develop menus
	Work with line manager to plan menu changes, new menus or menu specials
	<p>Guest profile refers to the characteristics which describe the type of customers who visit the culinary establishment and which are used as a basis to make decisions concerning menu items and guest service. These characteristics may include information such as demographics, gender, age, ethnicity, religion, location, social background, income, buying patterns, purpose of visit and dietary preferences.</p> <p>Establishment profile refers to characteristics of the culinary establishment including location, guest profile, style of décor and service.</p>

R4	Procure ingredients and supplies for the culinary operation, in line with the establishment's requirements and guidelines
	Select suppliers
	Set the specifications for food items, in line with budget requirements
	Negotiate prices for ingredients, if appropriate
	Place and track orders
	Ensure that food items ordered are received at the specification, quality and cost agreed with the supplier(s)
	Manage any issues related to food deliveries
	Manage supplier relationship
	Maintain stock levels in line with business needs
R5	Produce and present complex dishes to standards set by the culinary operation
	Ability to produce and present complex dishes to standards set by the culinary operation
	<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>Complex dishes include appetisers, entrees, main courses, sauces, hot and cold desserts which require the use of complex recipes.</p>
	<p>Complex recipe refers to a recipe which uses many steps, complex combinations of ingredients, quantities, timings, a range of cooking methods and techniques. A complex recipe is expected to be technically challenging and demonstrate advanced level of knowledge and skills both in terms of cooking and presentation.</p>
R6	Ensure that the principles of food safety are applied in the kitchen
	Manage kitchen operations to ensure that all teams apply the following practices:
	- 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>

R7	Maintain full compliance with legislation, health and safety requirements and relevant by-laws relevant to the culinary operation
	Ensure the kitchen operates in a way which meets relevant and current industry, legislative and company requirements and regulations
	Ensure that kitchen staff complete all mandatory training
	Provide updates to direct reports on changes to relevant legislation, requirements and by-laws
	Ensure direct report cascade changes to requirements to their teams
	Work with direct reports to spot any non-compliance issues and take corrective actions or escalate these to line manager, as necessary
R8	Drive new business and ideas to maintain and improve the competitive value/differentiation of culinary operation
	Explain how the kitchen contributes to the financial performance and profitability of the establishment
	Monitor trends, including competitor trends, to make recommendations to line manager for opportunities which can help drive new business
	Evaluate levels of guest satisfaction and monitor trends to make recommendations for continuous improvement to line manager
	Consider issues outside the kitchen, such as sustainability (under-utilised products, local product, local trends, events, seasonality etc), to help improve the profitability of the operation
R9	Demonstrate a working knowledge and safe use of technology in the kitchen, appropriate for own role
	Use point of sales technologies or equivalent to run management reports including staff costs, sales figures, inventories and reservations
	Use reports to make future management decisions for the kitchen
	Demonstrate a competent and safe use of kitchen equipment which has built-in digital or smart technology
	Use social media to monitor and respond to guest feedback
	Use digital communication devices to carry out research to find out about new trends, ideas, techniques and styles

Worldchefs Certified Chef de Cuisine	
	PROFESSIONAL DEVELOPMENT
P1	Demonstrate knowledge of career pathways within the hospitality industry, including progression opportunities for current role
	Describe the structure of the establishment
	Identify the key departments that the kitchen works with
	Describe the structure of the kitchen operation
	Identify career opportunities within the culinary profession and the hospitality industry
	Describe opportunities to progress from current role (ie next steps)
P2	Undertake a range of training or learning activities to acquire new or update existing skills and knowledge
	Identify training or learning needs specific to own role
	Participate in training or learning activities
	Provide evidence of training or learning undertaken
	Training or learning activities refers to on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.
	Training or learning needs refers to the development of skills and knowledge related to culinary arts which may include: <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	Apply knowledge/ skills gained from training or learning activities to
	- Improve working practices in the kitchen
	- Inform the strategic direction of the culinary operation
	Identify opportunities to apply new knowledge/skills learnt
	Describe how new knowledge/skills learnt have been put into practice:
	- Changes made to operating in own role and the impact of the changes
	- Changes made to the way in which teams in the kitchen work and the impact of the changes
	Make recommendations for changes to the strategic direction of the culinary operation.

P4	Develop and maintain own professional reputation as a Chef de Cuisine
	Ability to show, through a range of evidence from peers, customers, senior staff or competitions, excellence in the culinary skills
	Ensure skills and knowledge remain current and reflect the latest cooking techniques and culinary trends
	<p>Professional reputation is the recognition of excellence through peer reviews, feedback from customers or senior staff or success in competitions (for example Worldchefs endorsed competitions).</p> <p>Maintain own professional reputation refers to actions taken to ensure skills and knowledge remain current and reflect the latest culinary techniques and trends.</p>