

be you | be a sous chef

you're a leader who cares passionately about creating a positive place for our guests + our teams. **a true expert in food quality + standards, with exceptional food knowledge, who uses this to lead, engage + inspire the team around you**

your team matters to you, so you train, support + develop others to help them be the best they can be, ultimately supporting a strong talent pipeline, all the while maintaining high standards throughout your shifts. you confidently own your shifts, spreading positivity from bowl to soul



this is how we spread positivity from bowl to soul...

- you ensure your kitchen is always clean, safe + welcoming for the benefit of your team + guests
- **communicates** | whether it's day to day or more formally, you communicate brilliantly with our guests + our teams
- **owns it** | you own what you do + take responsibility for this in a positive way
- **embraces change** | lies at the heart of kaizen, every day in small ways you strive to be better than before
- **leads** | you lead in a way that makes a difference, ensuring your team is connected + part of something special, that is wagamama

we measure success through

- your talent review
- job chats



what brilliant looks like

- during your shifts, you create a positive environment where people feel cared for and can be their best
- you support the back of house team to create a brilliant welcome, induction + training experience for new starters
- you support with recruitment activities, where required
- you help spot, nurture + develop talent within the back of house team, using the tools available
- you support great communication. through brilliant team briefs + shift handovers
- you practice 'coaching on the go' + confidently give feedback to the team
- you effectively delegate tasks + activities to the team on shift
- you conduct talent reviews with line chefs + kps, when asked by your general manager
- you proactively manage individual + team performance and you communicate this upwards
- you recognise high performance + celebrate success on your shifts

we measure success through

- team turnover
- our people picture | succession plan
- engagement survey (be you | be heard)
- training compliance



what brilliant looks like

- you create a culture where the whole team takes pride in prepping + cooking our food, while always following our specs
- you know the specs of our dishes + have in-depth knowledge of our cooking techniques on each station
- you share your passion for + knowledge of wagamama food, ingredients + cooking techniques
- you manage the line effectively so every dish served is of high quality and served to spec
- you ensure back of house practices + procedures are consistently followed
- you ensure the back of house team is fully trained on all dishes. this includes seasonal menu launches
- you ensure excellent food quality, safety + hygiene and allergen practices are followed

we measure success through

- guest feedback (satoru)
- low comps + complaints
- safe, clean + legal audit
- mystery diner
- gp control
- my micros



what brilliant looks like

- you create an environment on shift, where the team understands how important they are to our guest experience
- you help to ensure every guest's experience is legendary
- you deal effectively with guest feedback in the moment, using this as an opportunity to make improvements on shift
- you plan your shifts effectively and make adjustments throughout to ensure a great guest experience
- you support your head chef to deploy the team effectively, using the tools + insight available
- you manage the line effectively, ensuring all food is delivered within the appropriate time
- you encourage interaction between the back of house team + our guests

we measure success through

- guest feedback (satoru)
- low complaints
- social media reviews
- tip percentage
- like-for-like growth
- mystery diner



what brilliant looks like

- you understand the importance of growing sales + protecting profit and actively support this through your shifts
- you work towards commercial targets set by your head chef
- you have an awareness of the business finances and are building your commercial knowledge
- you understand the controllable costs that impact the business + work to manage these effectively
- you support your head chef to effectively control gp, spotting opportunities + proactively dealing with these to maximise profitability
- you participate in local marketing activities, when required

we measure success through

- p&l budgets
- fourth analytics
- financial audit



what brilliant looks like

- you ensure your kitchen is always clean, safe + welcoming for the benefit of your team + guests
- you make sure all wagamama food safety and health + safety standards are met throughout your shifts
- you ensure our brand standards are adhered to at all times
- you solve any minor maintenance issues on shift, escalating any bigger issues upwards and you ensure these are followed-up on

we measure success through

- guest feedback (satoru)
- safe, clean + legal audit
- eho visits
- mystery diner
- our brand standards (kihon kata)