

SCHEDULE 2

POSITION DESCRIPTION

Position	Chef De Partie- Pastry
Business Unit	Lomani Island Resort & Spa
Department	Kitchen
Reports to	Executive Sous Chef / Group Executive Chef

OUR COMPANY

Raffe Hotels & Resorts operates Fiji Gateway Hotel, Plantation Island Resort and Lomani Island Resort, offering a range of accommodation and hospitality products to both domestic and international guests.

Our company values of ***teamwork, respect, accountability, commitment, and integrity*** underpin all activities and actions we take as a representative of the company.

LOMANI ISLAND RESORT & SPA

Lomani Island Resort & Spa is a boutique, four star adults only resort offering 30 suites and bures, and is located on Malolo Lailai in the Mamanuca Group of islands. Our resort team at Lomani Island are responsible for creating a unique and relaxing environment that supports our vision to be an authentic Fijian boutique island resort creating unique experiences and lasting memories of peace, tranquillity and love.

KITCHEN

The Kitchen team is responsible for preparing, cooking, and serving of all food menus in the hotel/resort including buffets and a la carte options, for the hotel/resort's restaurant outlets, room service and functions and events, ensuring our guests enjoy a nutritious and satisfying dining experience.

POSITION PURPOSE

The Chef de Partie – Pastry is responsible for the efficient operation of the pastry and bakery section, ensuring the consistent production of high-quality desserts, pastries, breads, and baked goods that meet the luxury standards of Lomani Island Resort & Spa. This role requires a passionate and skilled pastry professional who can lead by example, maintain exceptional food quality and presentation standards, and support the development of innovative pastry offerings that enhance the overall guest dining experience.

The Chef de Partie – Pastry will oversee daily pastry and bakery operations, provide guidance and training to team members, maintain food safety and hygiene standards, and ensure smooth service delivery across all dining outlets and special events.

KEY RESPONSIBILITIES

POSITION SPECIFIC

- Oversee the daily operations of the pastry and bakery section, ensuring all products are prepared on time, meet quality standards, and are ready for service.
- Prepare and produce a wide range of pastry, bakery, and dessert items including cakes, breads, pastries, and specialty creations in line with resort standards.
- Develop new and creative pastry products and contribute to menu enhancements, seasonal offerings, and guest experiences.
- Ensure consistency in food quality, flavour, presentation, portion control, and overall pastry standards.
- Supervise and coordinate pastry preparation, production, and presentation during daily service and special events.
- Monitor stock levels, conduct regular stock-takes, and ensure efficient use of ingredients while minimising food wastage.
- Maintain high standards of food hygiene, sanitation, HACCP compliance, and safe food handling practices.
- Train, coach, and support junior chefs, trainees, and pastry team members to improve skills and maintain department standards.
- Conduct regular quality checks of ingredients, prepared products, and pastry displays to ensure consistency and excellence.
- Ensure pastry kitchen areas, equipment, fridges, and storage facilities are maintained in a clean, organised, and safe condition.
- Monitor team performance, personal hygiene, and grooming standards while providing guidance and feedback when required.
- Participate in daily team briefings and communicate operational requirements, functions, and special events.
- Assist with departmental cost control, inventory management, and maintaining performance against budget expectations.
- Report equipment issues, maintenance requirements, safety hazards, or operational concerns promptly.
- Support the Executive Chef and culinary leadership team with any other reasonable duties as required.

OUR CUSTOMERS

- Demonstrate our “Bula Spirit” in every interaction you have with a guest, genuinely showing our cheerful, friendly and caring spirit that displays the warm hospitality that Fiji is known for.
- Ensure a customer focus underpins all activities undertaken by your department.

- Develop and implement departmental work program, systems, processes and policies that support our customer service delivery and ensure a high level of customer service at all times.
- Identify resource issues and implements solutions to prevent operations being affected.
- Proactively meet and interact with customers to solicit feedback.
- Ensure all VIPs or regular return guests are personally met during their stay.
- Negotiate outcomes from guest complaints that positively resolve guest concerns and minimize negative impact.

OUR PEOPLE

- Treat colleagues with respect and empathy.
- Set the overall departmental work program and individual position responsibilities.
- Communicate importance of teamwork and respect, and nurture workplace culture that reflects this.
- Encourage and build a work environment that fosters mutual trust, respect, motivation, cooperation, empowerment, teamwork and passion for providing service among team members.
- Be visible and active in the department during peak operational times, working alongside your team.
- Ensure information given to staff is timely and accurate.
- Proactively lead communication within own department and inter-departmentally to positively resolve operational challenges.
- Lead the recruitment and selection of team members.
- Complete probationary and annual performance reviews in a timely manner.
- Drive and motivate staff to create a customer oriented and high performing, happy and productive work environment.
- Ensure effective training and succession plans are in place to avoid the likelihood of skills gap and to ensure business performance/continuity.
- Celebrate individual and team success.
- Lead by example with the company values and ensure these values are embedded into daily operations in the department.
- Empower staff to make decisions within their scope of authority.
- Coach and mentor team members to improve skills and knowledge.
- Counsel and discipline team members for performance issues or breach of company policies or code of conduct, escalating serious breaches or issues to Human Resources.
- Ensure that new processes and procedures as documented, disseminated, implemented and new procedures complied with.
- Actively attend and constructively participate in all management briefings.

FINANCIAL

- Fiscally responsible for department finances; monitoring operational performance and adjusting to remain in line with budget and forecast.
- Develop systems and procedures to protect company resources and assets.
- Monitor operating resources required and complete purchasing per company policy and procedures.
- Monitor overtime costs and implement measures to control.
- Participate in annual budget and capital expenditure process, actively contributing to setting of departmental financial targets.
- Complete capital expenditure submissions to meet specified timeframes and to ensure timely purchasing to meet operational needs.
- Ensure effective cost saving opportunities are implemented to reduce expenditure and waste.

BUSINESS IMPROVEMENT

- Proactively seeks feedback from others to improve work processes, levels of service and department reputation
- Uses effective decision-making skills before implementing changes
- Develop action plans and manage departmental operational projects from planning to delivery
- Identify and implement improvements and innovations that increase efficiency, enhance work quality, or improve business performance
- Actively researches and identifies opportunity to implement best practice throughout operation
- Ensure that new processes and procedures are clearly documented, disseminated, implemented, and complied with.

COMPLIANCE

- Maintain knowledge of all current statutory and legislative requirements that relate to your department's operation, e.g. OHS, employment, fire, hazardous materials, financial, environmental management
- Be aware of duty of care and adhere to occupational, health and safety legislation, policies, and procedures
- Ensure departmental policy, procedures and operations are compliant with relevant legislation and statutory requirements at all times.
- Audit department's operations regularly to monitor compliance and take corrective action as identified.
- Ensure required documentation and evidence to show compliance is methodically and securely stored.
- Immediately investigate serious breaches of legislative or statutory requirements or company policy, including notification to senior management.
- Foster a workplace culture of health and safety awareness, ensuring all workplace incidents or accidents including near misses that occur in your department are promptly reported, including completion of the required documentation.

- Counsel or discipline staff for breaches of compliance requirements.
- Promptly participate in all emergency evacuation drills and maintain current knowledge of emergency response and evacuation procedures as they relate to your position.
- Lead employee response in your department during an emergency situation, remaining calm and following emergency procedures.
- Follow departmental and company procedures as required to minimise waste and environmental impact.
- Monitor local environment initiatives and industry best practices relating to environmental awareness and waste management, identifying opportunities for implementation in your department or the wider property.

KEY WORKING RELATIONSHIPS

INTERNAL

Pastry and Bakery team
Kitchen team
Food and beverage team
Warehouse team
Maintenance team

EXTERNAL

Guests
Resort Visitors
Suppliers
Industry colleagues

POSITION SPECIFICATION

- Minimum Certificate III in Cookery with specialisation in Pastry.
- Proven commercial pastry and bakery production experience, preferably in a hotel or resort environment.
- Previous experience leading a pastry team at Chef de Partie level.
- Passion for creating high-quality pastries, bakery items, and desserts.
- Strong understanding of food hygiene, HACCP, and Food Safety requirements.
- Positive attitude with strong teamwork and communication skills.
- Ability to train, guide, and mentor junior chefs and pastry team members.

JOB DESCRIPTION ACKNOWLEDGEMENT

I acknowledge that I have received this job description which forms part of my employment agreement as Schedule 2 and have had the opportunity to discuss any queries with my manager.

Name

Signature

Date