

Line Chef – 2023



Whaler's Cove Lodge is entering into its 41st Season of hosting Sport Fishing and Wilderness Adventures. We are looking for a Working Chef who:

- Will report directly and cooperate daily with the Executive Chef and will quickly amass an in-depth familiarity with the kitchen's operations so that they may fill in for the Executive Chef when needed and assist them in leading the kitchen crew and resolving any problems that may arise on the job.
- Knows what it takes and is motivated.
- Is an optimist who seeks practical solutions
- Has an understanding of every aspect of their trade through practice and education.
- Is willing to tackle the task of a seasonal lodge: opening, performing, wrapping up.
- Knows themselves well enough to enjoy living and working on a small island, in the middle of 17 million acres of wilderness, with 32 crew, and up to 32 guests.
- Is tenacious enough to work through all of the challenges working in a remote location brings, including limited labor force.
- Is encouraging to every person who works on their team: set the pace, establish the standard.
- Is willing to clean, including dishes!
- Is a planner. It takes two + weeks, multiple modes of transportation, and many hands to get supplies to our kitchen. Planning starts in the fall for the next summer.
- Is willing to work with management and respect the culinary culture. The lodge has been successful for 40 years, in its unique location, in part due to standards developed by the founders, and systems developed by current ownership and management. It takes a tremendous amount of communication and cooperation to make this endeavor successful.

Although this is seasonal employment; we prefer a multi-season commitment.

Qualifications to Include:

- ✓ High School Graduate or GED Required
- ✓ Culinary Arts Degree Preferred or Equivalent Experience
- ✓ At least 5 years of professional experience as a Prep Cook
- ✓ At least 2 years of professional experience as a Sous Chef
- ✓ Demonstration cooking experience preferred
- ✓ Excellent and genuine customer service skills
- ✓ Hospitality financial management experience is a plus.
- ✓ Computer literate preferred
- ✓ Ability to delegate
- ✓ Proven effective team leader
- ✓ "All-Hands on Deck" attitude
- ✓ Authentic enjoyment for chosen profession
- ✓ ServSafe Manager Certification preferred

Responsibilities Include:

Primary responsibility is to create an inviting, welcoming, pleasurable, and satisfying dining experience for our guests and crew. Service will include three meals per day, for up to 60 persons throughout ~ 67-100 days operating season. Pre & post guest-weeks involve dining for owners, hosts, employees, and select contractors; up to 32 people per service. Breakfast and dinner service are plated. The lunch sandwich and sides bar, salad bar, continental breakfast items, and beverages are self-serve. Guests and crew are accustomed to well-flavored food and tantalizing displays. The lodge has an **established**, rotating, 10 day menu for guests and an established menu for crew. Inventory, stock, and rotation must occur without fail. Ordering is performed in conjunction with management. Vigilance with sanitation is essential.

Additional Responsibilities Include:

- ✓ Direction of kitchen and dining room staff (3-8 per shift) in cooperation with Executive Chef, and Front of House to ensure the best flow and to provide exceptional customer service
 - Staff scheduling – as support to Executive Chef
 - Demonstrate new cooking techniques and equipment to staff
 - Establish presentation technique and quality standards
 - Ensure timely serving: 7am breakfast, 12pm lunch, 6pm Soup, 6:30pm appetizers & salad, dinner, and dessert.
 - Train and develop the team to prepare and deliver food to exceptional specifications
 - Praise and recognize good performance
 - Deal with poor performance through education, coaching, informal reprimands, and where necessary the company disciplinary procedure
 - Maintain impeccable personal hygiene
 - Maintain safety standards within the workplace
 - Communicate via team meetings, one to one meetings, training sessions, notice boards and written formats.
 - Available for meetings with Executive Chef and General Manager
- ✓ Food orders/quality/inventory control
 - Work with Executive Chef to order food and supplies.
 - Assist in maintaining department budget for food, supplies, equipment purchases
 - Zero \$ are budgeted or spent on petty cash purchases.
 - All purchase orders processed weekly and accounted for.
 - Proper portion estimating; minimizing waste.
 - Check the quantity and quality of received products
 - All substandard food is reported to Executive Chef with the appropriate paperwork and photos for credit. Due to our remote location it is unreasonable to return substandard items.
 - Secure stock, monitor, and control levels. As a seasonal enterprise, our chill and freeze needs to end with minimal stock to store over the winter for following season start-up and our pantry items need to be reduced to as bare a cupboard as possible.
 - Stock rotation is routinely implemented
 - All store rooms, fridges, and freezers are kept in order
 - Crew Food policy is followed with no unauthorized food leaving the kitchen
 - Cooperate with entire crew during food purchasing and shipment
 - The remote location creates logistical challenges such as lead-time for purchasing, shipping, and stocking
 - The Executive Chef works with the General Manager and the Juneau Expediter. During times of purchasing and pick up the Executive Chef is to be available via phone to answer any questions in a timely manner (minutes) so that the Juneau Expediter can

complete picking up all inventory (usually 6,000 – 8,000 lbs of product) within a few hours to then load onto a third-party freight hauler for shipment to the lodge.

- ✓ Comply & implement all health and safety requirements.
 - Ensure temperature records and food labeling are maintained and up to date
 - Ensure the kitchen is clean and hygienic, making sure cleaning rotas are adhered to
 - Monitor sanitation practices to ensure that employees follow standards and regulations
- ✓ Ensure proper equipment operation/maintenance;
 - Arrange for equipment repairs in conjunction with the Executive Chef.
- ✓ Menu Selection and Presentation
 - Incorporating Whaler's Cove traditions and Owner's vision, while maintaining standards that long time clients have come to expect.
 - Although there is a menu rotation, the challenge of ending the season with minimal inventory that will keep throughout the winter creates a situation that the last few weeks' menu has variability to use up the inventory. There have also been delays with receiving orders due to the unforeseen logistical challenges such as ferries being cancelled due to acts of Mother Nature or mechanical failures. Any changes needed in the menu are strategized with Executive Chef.

Considerations:

Team Oriented ~ Chef needs to be independent, yet totally understand the interdependence that this operation requires to succeed. Healthy communication skills, willingness to solve issues, positive attitude, big-picture mentality, a sense of humor, self-motivation, and an ability to adapt and learn are all required.

Professionalism ~ We require our Chef(s) to present themselves in a professional manner at all times. We always have guests at the lodge (from June into September, 24 hours a day/7 days a week) with turnover days on Saturdays (every week) and Tuesdays or Wednesdays (alternating every other week). Because of our remote location, it is very difficult to replace any of our crew during the operating season. We expect a commitment to stay the entire season or agreed upon length of contract. It is important that our applicants understand the operation and what responsibilities will be required of them.

Attitude & Social Ability ~ Our Chef is highly influential of our guest experience. It is important that our Chefs enjoy hosting. We are looking for individuals who truly enjoy hospitality! We expect for our Chefs to make their presence known in the dining room at one point during each meal time to greet guests and ask how they are faring. We require our team to have a positive attitude, show extraordinary manners, and be courteous at all times. This position involves *daily communication*: kitchen crew, Kitchen Manager, up to 3 other Department Managers (who will be integral as support staff for delivery and stocking of all goods, storage, and maintenance), up to 32 crew members who live on site, and up to 32 guests daily!

Guest Requests ~ As a well-established lodge that prides itself in taking care of each and every guest and employee, our Chefs will need to incorporate specific specialty menu items that will ensure that every person at the lodge has a safe and enjoyable experience. These specialty menu items include gluten free, allergy considerations, and special event items (i.e. anniversary & birthday cakes). The Chefs, Guest Services Manager, and General Manager all have access to a Special Events calendar that is updated frequently so that the entire team can ensure that all special requests are attended to.

Safety & Medical ~ Knowledge of maritime radio etiquette is helpful. Guest Services crew and General Managers rotate monitoring the lodge radio 24 hours a day, while guests are on site. Operating in the Alaskan environment is inherently dangerous and *all* of our employees are required to be aware and responsive to any potentially dangerous situation that may arise. Firearms are kept on site and carried by all fresh water guides. The lodge has working cannon for entertainment purposes only. First Aid and CPR certified is preferred.

If a situation arises that requires medical attention, crew is to contact Guest Services immediately and render any assistance possible. The community of Angoon has a medical clinic with emergency staff available; although due to irregular cell service, contact may not occur immediately. Regional scheduled sea plane service or charters may be available to transport patients to adequate medical care facilities in Juneau or Sitka (this is a minimum 40 minute transport). In addition, the U.S.C.G. Air Station in Sitka has the capability to medevac serious injuries with a minimum response time of 45 minutes to the lodge; another 45 minutes to the hospital. The lodge management is to be contacted immediately to ensure a coordinated and timely response.

Kitchen crew must be healthy, physically fit, maintain a clean appearance, be drug-free (pre-employment drug testing and random seasonal drug testing is company policy at company discretion), and preferably be a non-smoker. Anyone who cannot maintain themselves in a professional manner regarding alcohol consumption need not apply.

Company Policy ~ Employees of Whaler's Cove Lodge are to abide by the most current version of the Employee Handbook (provided at time of hiring). The duties and policies described in this job description are in addition to, and an integral part of, the employee policies set forth in the Employee Handbook. Whaler's Cove Lodge is an at will employer and employment at Whaler's Cove Lodge is at will.

Adaptable & Hard Working ~ this seasonal industry is intense and unique. This company performs its services in a very remote location in Alaska: crew lives and works on 10 acres, on a small island, for up to 120 days. Without a doubt, the operating season is hard work, and can be very satisfying. Most of the administrative duties are performed at the company satellite offices in Kalispell, Montana from October through May. There are opportunities for recreation; however our primary purpose is to provide our services in our limited window of operations.

Daily Schedule & Routine in Alaska

Kitchen is responsible for filling bellies with good food every day, for up to 120 days, without fail. There are no other options for food service in our remote area. Work week consists of six (6) days on shift with one (1) day off. A typical week during the operating season for the Chefs includes 60-80 hours of work.

- Breakfast
 - 7:00 am each morning.
 - A lunch bar is provided during breakfast (for guests and staff to pack brown bag lunches for consumption while out on the water or in the wilderness).
 - Twice a week, during guest turnover, **double-breakfast service is required**.
 - All guest turnovers happen first thing in the morning with outbound guests leaving on the same aircraft or ferry that the inbound guests arrive on.
 - Boats are typically away from our dock by 8:00 am each morning and by 10:00 am on turnover days.
- Hot lunches are provided to crew at 12:00pm, daily (~ 32 people). (Guests are fed first)
- Hot Soup at 6:00 pm daily; Appetizers and Salad Bar at 6:30 pm daily.
- Dinner & Dessert served between 6:30-8:00pm daily. (Crew is fed first)

Dinner service is usually wrapped up by 8:30 pm. If circumstances prevent any staff from being able to attend dinner, our Chefs and kitchen staff will plate and hold dinner (warm) with notice. It is NOT a requirement for most of our crew to enjoy dinner with guests, however crew are welcome. The dinner and evening presentation is a great way to wrap up the days exhilaration moments. Evening presentations and awards are shared twice a week, the night before guests depart. Guests may chronicle their experiences with the group and share notable catches. We encourage guides and captains to take turns presenting our fish count and sharing their fish "stories".

Our Chefs are encouraged to treat our crew with the same customer service as our guests. Without our crew, our self-sufficient operation would not be successful! Management believes that our crew deserves just as fine of food as our guests.

Fishing & boat assignments are plotted out for the season by the Guest Services Manager. These are never “etched in stone” and can be changed depending on guest’s needs, equipment availability, mechanical breakdowns, severe weather and a whole range of circumstances. The following days activities and assignments are firmed up each night with the guests around dinner (by the Guides and Guest Services Manager). Daily activities and boat assignments are posted each night, generally by 5:00pm in the main lodge and in the fish processing plant on the dock.

This is the routine, every day, up to 120 days each summer.

Compensation

Salary ~ DOE~ Starting Range is \$3,316 – 4,500 on-site. Plus TIPS. OR Chef can request increased compensation without TIPS. Travel benefit to/from lodge is negotiable. Other benefits disclosed at interview. Room & Board included.

Accommodations & Meals during time in Alaska ~ Crew will be housed in modest, private rooms. A few senior crew rooms have private baths, all others will share bath facilities. Self-service laundry facilities (including detergent) are provided along with bedding and towels. Our staff enjoys hearty meals served buffet-style in the crew dining room. There is no obligation for crew to share their meals with guests; crew is welcome to enjoy their meals in the privacy of their rooms, etc. Accommodations (room and board) are valued at \$1800 per month.

Personal Items ~ your only living expenses while at the lodge will be personal items: i.e. toiletries, medicines, etc.

This position will be living and working on-site in Alaska on a remote island for 3+ months; in order to ensure a safe living environment for all, a background and reference check is required prior to final hire.

Whaler’s Cove Lodge operates continuously and uninterrupted (24/7) from opening day until the last guests depart. The 2023 season opens to the first guests June 22nd and last guests depart September 11th. Our 2023 operating season is approximately 82 days with guests, and includes 24 turnover days. The total 2023 season for Chefs is ~ 108 – 120 days; season start and end dates are to be finalized based upon final determination of facilities projects.

WCL is a cooperative, self-sufficient operation that requires an immense amount of foresight, planning, communication, and teamwork. Each employee, their attitude and work ethic, is critical to the success and enjoyment of our workplace.

This business is the largest employer in its remote area of Alaska, it provides a livelihood for 32+ employees, and it’s a destination of choice for over 600 guests each year: this position is not just a job, it’s a lifestyle and a commitment to success, the business of being hospitable, and positively affecting the local community. Your skills and attitude affect the team and window of performance each year. This position offers a unique lifestyle opportunity living in Alaska each summer.

Whaler’s Cove Lodge is a permit holder in the Tongass National Forest and Admiralty Island National Monument. All rules and regulations are expected to be followed.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

www.whalerscovelodge.com EOE

Your application will be considered after you provide a Cover Letter (please include why you would like to join the Whaler’s Cove Lodge team) *and* Resume to:

wclapplicant@gmail.com

907-723-3901 business line

Together, this Job Description and the Employee Handbook constitute the expectations of our Chef and are considered a mutual agreement between employee and the lodge.

Employment at Whaler’s Cove Lodge is at will; Whaler’s Cove Lodge is an at-will employer.

Name: _____

Address: _____

Address Line 2: _____

City: _____ State: _____ ZIP: _____

Signature: _____ Date: _____

Department Manager Signature: _____ Date: _____

| HR use only | |
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| WC code | 9058 |
| AK Occupational Code | 98-35-1011 |
| Generic title | Chef |
| Pay grade | \$ per month |
| Management? (Yes/No) | Yes |
| E/NE status | |