

## Pastry Supervisor

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Company: Wild Dunes Resort, A Destination by Hyatt

Location: Isle of Palms

Category: other-general

The Pastry Supervisor role will be expected to provide a support system for the Pastry Chef and Banquet Chef. This involves recipe and menu development, as needed, execution of a la carte dining and duties relating to staffing of pastry team. The Pastry Supervisor will assist to maintain the AAA Four Diamond Standards. The Pastry Supervisor shall strive to provide exceptional service to both internal and external guests at all times. S/he will be responsible for exemplifying the Wild Dunes Resort Culture as well as promoting Wild Dunes Resort as both the Destination and Employer of Choice!

**Essential job FUNCTIONS:**

- Oversee sanitation of kitchens during and at the end of shifts
- Control quality and consistency of all food
- Control waste of food product and labor
- Coordinate with Pastry/Banquet Chef to develop prep sheets
- Must have the ability to develop staff training manuals and memos
- Must have the ability to portion, prepare and cook menu items in accordance to the menus put in place and within the specifications of the Banquet/Pastry Chef and standardized recipes
- Apply extensive food knowledge and specialized cooking skills that are required for tasks
- Maintain and complete daily prep lists and tasks as assigned by Chef.
- Ensure all requisitions are processed properly and placed in designated areas
- Properly label and date all products to ensure safekeeping and sanitation
- Apply basic knife skills required for preparation of hot and cold foods
- Produce recipes efficiently and consistently
- Ensures portion necessities and portion control for all food functions are recipes, especially high cost items
- Ability to work in a fast paced environment to perform duties under pressure and meet deadlines in a timely manner
- Hearing and visual ability to observe and detect signs of emergency situations
- Meet with Pastry Chef to review assignments, anticipated business levels, changes

and other information pertinent to the job performance Breakdown work station and complete closing duties; return all food items to the proper storage areas; rotate all returned product wrap cover label and date all item being put away; straighten up organize all storage areas clean up and wipe down, sweep, and mop food prep areas reach ins/walk ins and shelves; return all unused and clean utensil/equipment to the specified locations; take out the trash; turn off all equipment not needed for the next shift; restock items that were depleted during the shift Maintains an up to date working knowledge of all resort amenities as well as any special events Interacts with resort staff in a professional manner, assisting other departments when necessary Attends mandatory department meetings, training sessions, serve safe, Pillars training and appropriate resort and division meetings Maintains constant awareness of safety issues, (i.e. broken glass, frayed electrical cords, leaks, broken locks and suspicious persons). Reports all safety incidents to on-duty supervisor. Acts with responsibility towards all company property, supplies and equipment Reports to work on time as designated by posted schedule Maintains a professional appearance. Follows all Wild Dunes Resort dress code standards. Remains alert, courteous and helpful to the guests and colleagues at all times Colleague is held accountable for all duties of this job and other duties as assigned. Qualifications EXPERIENCE & EDUCATION: High school education required At least three years pastry kitchen/prep experience Culinary School Degree required At least 1 year kitchen supervisory experience required in Resort setting Job REQUIREMENTS: Must be authorized to work in the United States Must be able to speak, write and understand English Must have complete understanding of the fundamentals of the culinary pastry operation Must be able to create accurate prep and production lists and demonstrate an ability to lead others into completing all daily tasks / responsibilities in a timely, efficient and complete manner Must demonstrate consistent ability to work neatly and cleanly Product must be consistently of superior quality in both taste and appearance Finished product is always of superior appearance, finishing work is clean and demonstrates a grasp of refined and advanced methods and techniques Must be able to prepare, decorate and assemble simple wedding cakes Must be able to accurately and quickly convert recipes and measurements Must be able to spend long periods of time on feet, standing in one position or making repetitive movements Must be able to tolerate shift work that can exceed 10-12 hours daily for multiple days within a work week, including possible 6 day work week Must be able to maintain an organized work area and storage facility Must assist in receiving and storing daily provisions, organizing walk-ins and freezer space Must

demonstrate an ability to execute FIFO Must demonstrate poise and professionalism when interacting with guests and Colleagues even during periods of high pressure or tension Must be nimble in reacting to last minute guest or Colleague requests and able to accommodate such requests in a friendly, professional and inviting manner Must demonstrate an ability to exercise self-control during adverse situations and lead others by example Must demonstrate and extensive knowledge of advance pastry techniques and formats, including; chocolate (tempering, modeling, pouring, molding and assembling), pastillage, marzipan, gum paste, pulled sugar, fondant Must be skilled at all forms of piping, lettering, decorating and detailing related to finer pastry work Must be able to accurately follow instructions, both verbally and written Must be able to work with and around kitchen equipment Must be able to work with and around a diverse group of food, seasonings, etc. Must possess excellent communication skills Must be professional in appearance and demeanor Must be able to work under pressure Must be able to work in a fast paced environment Must have excellent listening, speaking and interpersonal skills Must always ensure a teamwork environment Ability to work a flexible schedule that may include evenings, weekends and holidays Must have the ability to deal effectively and interact well with the guests and Colleagues Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner Must have a passion for creating an exceptional experience for all guests Colleagues who are hired at Wild Dunes Resort will be verified through the federal E-Verify system. Working CONDITIONS: While primarily an indoor job, must be able to work at outdoor locations on occasion, walking on uneven surfaces; Must be able to work in either hot or cold conditions Must be able to stand on feet and walk throughout the day Must be able to frequently lift and carry up to 25 lbs. & occasionally lift, carry, push & pull up to 50 lbs Must be able to perform simple grasping, fine manipulation, reaching and repetitive hand & arm movements constantly; squeezing and overhead reaching occasionally Must be able to twist and bend frequently, and squat occasionally The physical demands described here are representative of those that must be met by a Colleague to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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