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TOURISM PROMOTION SERVICES EASTEN AFRICA Plc. (TPSEA)

JOB DESCRIPTION

Job Title:

Pastry Chef

Reporting line:

Executive Sous Chef, Executive Chef

Directly Supervises:

Assistant Pastry Chef, Baker

Liaises with:

F&B Service, Stores, Maintenance

Location

Kampala Serena Hotel, Uganda

Job Purpose

The pastry chef will be responsible for creating and overseeing the pastry and dessert offering for our guests. This will be done by showcasing creativity and delivering an exquisite culinary experience. The chef will lead a team of pastry cooks and bakers, develop recipes, and coordinate the production of high-quality desserts, pastry and bakery Products for the various outlets including the hotel's restaurants, banquets, room service and special events. The chef will also maintain an inventory of pastry ingredients, while striving to achieve cost-efficiency for the section.

1. MARKET LEADERSHIP

- Develop the mission and vision for the pastry department.
- Develop the pastry strategy and the pastry business plan.
- Outline how the business core values will be lived in the pastry department.



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- Conduct the SWOT analysis for pastry.
- Solicit guest feedback to understand prevailing pastry preferences and expectations.
- Oversee the production of all pastries, desserts, and baked products in adherence to established standards of quality, taste, and presentation. Monitor and maintain the consistent output of high-quality products.
- Ensure strict adherence to food safety and sanitation standards in all pastry production areas, including proper storage, handling, and cleanliness.
- Train staff on standards required to meet international certification in quality assurance (LQA, SGS, HACCP, OSHA etc.) for pastry production.
- Ensure compliance with data protection policies and procedures as defined for the department.
- Communicate and ensure adherence to policies on documents and records management in pastry department.
- Educate pastry team on their roles in the crisis management plan.

2. LEADERSHIP IN PRODUCT AND SERVICE

- Develop pastry menus that are consistent with the unit and pastry food concepts.
- Ensure consistency in pastry products by ensuring that recipes are followed.
- Ensure adherence to product specifications for pastry supplies.
- Give feedback on supplies to ensure consistency to set standards and specifications.
- Ensure that pastry and bakery production equipment are serviced as per service level agreements.
- Stay up to date with the latest pastry trends and techniques.
- Introduce new pastry concepts and unique desserts to enhance the guest experience.
- Demonstrate creativity and art in pastry and bakery products and methods of preparation.
- Demonstrate creativity and art in the presentation of pastry and bakery products.
- Use available technology to enhance efficiency in pastry.
- Conduct regular taste tests and inspections to ensure consistent quality and presentation of all pastry products.
- Review guest feedback on bakery and pastry product quality and popularity
- Follow up action plans pertaining to guest feedback on pastry and bakery products.
- Ensure excellent scores in guest feedback on pastry and bakery products.



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- Draw and periodically update pastry SOPs.
- Ensure effective food safety management programs and initiatives in pastry.

3. MANAGING, GROWING AND RETAINING MARKET SHARE

- Establish new trends in pastry offers that contribute to high yield.
- Identify unique merchandising and presentation methods of bakery and pastry products.
- Identify initiatives to maximize pastry and bakery product sales for improved revenue.
- Collaborate with the banquet team to design and create customized pastry offerings for special events, weddings, and other gatherings.
- Ensure special guest preferences are met.

4. COST MANAGEMENT AND REVENUE IMPROVEMENT

- Identify opportunities to reduce food cost in pastry without affecting standards.
- Regular feedback on suppliers' products and services to ensure value for money.
- Monitor adherence to control procedures in management of food cost.
- Manage inventory levels of pastry supplies, ingredients, and equipment.
- Place orders in a timely manner to maintain sufficient stock while minimizing waste.
- Work closely with the Executive Chef to manage food costs within budgeted guidelines. Implement strategies to optimize ingredient usage and minimize wastage.
- Monitor pastry production and ensure it is in line with daily business levels.
- Implement action plans derived from financial performance meetings.
- Set out the authorities and limitations for each position in the section.

5. PEOPLE MANAGEMENT AND PRODUCTIVITY IMPROVEMENT

- Ensure all staff have clearly defined job descriptions.
- Ensure every individual has an annual performance plan.
- Ensure each staff performance plan is reviewed annually.
- Understand relevant HR policies and procedures and implement them accordingly.
- Identify culinary skills gaps in the pastry team.
- Lead, train, and motivate a team of pastry cooks and bakers.



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- Provide guidance and coaching to ensure the team's continuous improvement in their skills and efficiency.
- Adhere to human resource policies and procedures.
- Responsible for all staff relations management, communication, and discipline
- Propose cost effective employee reward initiatives.

6. SUSTAINABILITY

- Support and participate in unit community outreach and environmental conservation initiatives.
- Ensure pastry products that go to support community or environmental outreach activities are well costed and within budget.

MINIMUM QUALIFICATIONS:

- A degree or diploma in pastry arts or a related field is preferred.
- At least 5 years of progressive experience as a Pastry Chef or a similar role in high-end hotels or reputable establishments
- A passion for pastry and a flair for innovative dessert creations
- Meticulous in maintaining high standards of quality and presentation.

SKILLS AND PERSONAL ATTRIBUTES

- Excellent communication and interpersonal skills to work effectively with other departments and communicate with staff.
- Ability to lead, inspire and motivate a team to achieve organizational goals.
- Creative mind that can lead continual change initiatives for improved pastry and bakery products, solutions, and experiences.
- Excellent guest service skills and customer focus
- Good knowledge of food and beverage products and service
- Problem solver
- Flexibility to work for long hours, weekends, and holidays.
- Attention to Detail
- Business sense



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- Culinary Expertise (ability to prepare pastry and bakery products and knowledge of the pastry kitchen and equipment)
- Positive people skills with other kitchen sections and restaurant

COMPETENCES AND CORE VALUES

A) COMPETENCIES

1. Selecting, coaching/training and appraising staff
2. Influencing and resolving differences
3. Planning and managing staff to achieve quality results
4. Encouraging innovation and open, team-based environment
5. Inspiring trust
6. Creating an environment for learning and knowledge sharing
7. Focusing on the big picture and overall framework for development

B) CORE VALUES

1. **Integrity** = (Uphold confidentiality and Respect, Be Non-Discriminatory, Be Ethical, Be Transparent – *We are trusted organization build to last*)
2. **Teamwork** = (Encourage Open Communication and Active Participation, Treat everyone as if they were a customer, Seek and Offer Help, Encourage Knowledge-Sharing, Celebrate Success – *Work must be fun*)
3. **Empowerment** = (Be Decisive, Take Initiative, Be Result Oriented, Resolve to Delight and Build Trust, Recognize and Reward Initiative – *We are passionate about our people*)
4. **Professionalism** = (Deliver the Highest Standards of Product and Service, Be Knowledgeable and Helpful – *We Keep our Word*)
5. **Innovation & Creativity** = (Emphasize on Quality, Embrace New Ideas and Seek Creative Solutions, Learn New Skills, Embrace Technology – *We work towards Continuous Improvement*)
6. **Accountability** = (Care of Resources, Commitment to Excellence and Address Mistakes Promptly, Ownership, Compliance – *We inspire excellence through personal responsibility*)
7. **Compassion** = (Listen carefully to understand, be sensitive and tolerant to others, Acknowledge the Feelings of Others – *We are Committed to Caring*)



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8. **Growth** = (Know Every Aspect of your Job, Focus on Accuracy, Aim Higher and be Consistent, embrace continuous learning and Personal Development -*We cultivate a growth mindset by embracing change and continuous learning*)

APPLICATION PROCESS

All applications sent to jobvacancy.kampala@serenahotels.com by 13th June 2026

Recruitment on a rolling basis