



SERENA HOTELS

SAFARI LODGES AND CAMPS
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TOURISM PROMOTION SERVICES EASTEN AFRICA Plc. (TPSEA)

JOB DESCRIPTION

Job Title:

Fine Dining Chef

Reporting line:

Executive Chef

Directly Supervises:

Banqueting CDP, Production Cooks, Stewards

Liaises with:

F&B Service, Events & Banqueting Team, Stores, Procurement, Maintenance, Housekeeping

Location

Kampala Serena Hotel, Uganda

Job Purpose

The Banqueting Head Chef will lead a team of dedicated and skilled chefs, cooks, and stewards in curating and executing exceptional large-scale banquet and conference catering operations for up to 1000+ covers while maintaining the highest standards of culinary excellence, presentation, quality, consistency, and efficiency.

The chef will oversee the planning, preparation, production, and presentation of banquet menus, buffets, plated functions, VIP events, conference catering, and tea break offerings that reflect modern culinary trends and refined presentation standards.

The role requires strong operational leadership, creativity, production planning expertise, and attention to detail to ensure seamless execution of high-volume events while ensuring memorable guest experiences, profitability, food safety, and operational efficiency.

1. MARKET LEADERSHIP

- Communicate food production mission, vision and core values and ensure that they are understood by the banqueting kitchen team.



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- Collaborate with the Executive Chef, Banqueting Manager, and F&B team to design and develop innovative banquet menus, conference buffets, themed events, gala dinners, cocktail receptions, and modern tea break offers.
- Demonstrate how the business core values are lived in the banqueting kitchen operations.
- Ensure food production strategy is understood within all banquet production sections.
- Conduct food product and banquet offering SWOT analysis.
- Ensure banquet food offers and catering services are in line with set benchmarks LHW/LQA/Serena standards for all banquet operations.
- Solicit guest feedback and analyze prevailing guest food preferences and event expectations.
- Drive innovation in large-scale catering concepts while maintaining elegant and modern food presentation standards.
- Adhere and comply with all statutory requirements relating to food production.
- Ensure compliance with data protection policies and procedures as defined for the department.
- Ensure kitchen team adhere to policies on documents and records management in the food production department.
- Educate the banqueting kitchen brigade on their roles in the Crisis Management plan.

2. LEADERSHIP IN PRODUCT AND SERVICE

- Develop banquet and conference menus consistent with unit food concepts and market trends.
- Design creative and modern tea break menus including healthy, premium, and themed refreshment options.
- Ensure all menus and banquet packages have standardized recipes in accordance with Serena recipe standards.
- Oversee and participate in the preparation, production, and execution of banquet meals for conferences, weddings, social functions, and VIP events exceeding 2000+ covers.
- Ensure all buffet, plated, and live station presentations maintain fine and modern presentation standards despite high production volumes.
- Maintain strict quality control measures to ensure consistency in taste, presentation, and portion sizes.
- Coordinate food production timelines to ensure smooth event setup and service execution.
- Collaborate with pastry, bakery, butchery, and other kitchen sections to ensure seamless food production and service delivery.
- Ensure adherence by the kitchen team to product specifications for food production supplies.
- Identify areas of improvement in terms of physical product in banquet production areas.
- Demonstrate creativity in buffet styling, food merchandising, tea break concepts, and banquet presentation.
- Review guest feedback on banquet food quality, presentation, and popularity.
- Update Banqueting Kitchen SOPs.
- Ensure strict adherence to food safety and hygiene standards
- Ensure proper production forecasting, mise en place planning, and logistical coordination for large-scale catering events.

3. MANAGING, GROWING AND RETAINING MARKET SHARE

- Always ensure high yield in banquet food offers by exploring new trends in modern catering and event dining.



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- Stay updated with latest culinary trends, conference catering concepts, buffet innovations, and premium tea break experiences.
- Introduce innovative banquet concepts and event dining experiences that elevate the property's market positioning.
- Strive to create memorable event experiences for guests through exceptional food quality, presentation, and service support.
- Explore and implement food offers that attract corporate, diplomatic, MICE, wedding, and high-end banquet market segments.
- Support the development of seasonal and festive banquet promotions and themed event experiences.

4. COST MANAGEMENT AND REVENUE IMPROVEMENT

- Initiate banquet food cost management strategies without affecting standards and guest satisfaction.
- Monitor and manage inventory levels of food items, ensuring optimal stock levels while controlling costs during high-volume events.
- Implement strategies to minimize wastage and maximize efficiency in large-scale production.
- Monitor food production to ensure it is aligned with daily business volumes, forecasts, and event schedules.
- Ensure proper portion control and production planning for conference catering and tea break operations.

5. PEOPLE MANAGEMENT AND PRODUCTIVITY IMPROVEMENT

- Ensure every individual on your team has a performance plan.
- Ensure each staff performance plan is reviewed.
- Understand relevant HR policies and procedures and implement them accordingly.
- Outline culinary skills capacity building initiatives and programs for the banquet kitchen brigade.
- Lead and inspire the team during high-pressure event operations.
- Provide guidance, training, and constructive feedback to foster growth and maintain high performance levels.
- Responsible for staff relations management, communication, and discipline in the banquet kitchen.
- Ensure effective manpower planning and shift coordination for high-volume event operations.
- Identify and implement cost-effective employee reward initiatives.
- Implement reward systems that recognize excellence in living the core values in banquet operations.
- Consistently adhere to workplace health and safety standards and ensure the team adheres..
- Organize wellness sensitization sessions for kitchen staff.
- Identify and implement wellness interventions for kitchen staff.

6. SUSTAINABILITY

- Support and participate in unit community outreach and environmental conservation initiatives.
- Implement sustainable food production practices including waste reduction, energy efficiency, and responsible sourcing.
- Stay updated on latest sustainability practices, trends, and innovations within the culinary and catering field.
- Promote sustainable buffet planning and environmentally conscious banquet operations.



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JOB SPECIFICATIONS

- A degree or diploma in culinary arts or a related field is preferred.
- Extensive experience as a Banqueting Chef, Sous Chef, or Production Chef in luxury hotels or large-scale catering operations.
- Minimum 5 years work experience in food production from a 5-star international property with at least 3 years' experience in high-volume banquet or conference catering operations.
- Proven experience managing banquet operations exceeding 1000+ covers.
- In-depth knowledge of banquet operations, buffet styling, conference catering, and modern food presentation techniques.
- Demonstrated ability to create and execute innovative banquet menus, tea break offers, and large-scale event catering concepts.
- Strong operational planning and logistical coordination skills for high-volume catering.
- Pro leadership skills to manage and inspire a large culinary brigade.

SKILLS AND PERSONAL ATTRIBUTES

- Effective written and verbal communication skills
- Team leader and player
- Ability to lead, inspire and motivate a large team to achieve organizational goals.
- A creative mind that can lead continual change initiatives for improved food products, buffet concepts, and guest experiences.
- Excellent guest service skills and customer focus.
- Good knowledge of food and beverage product and service.
- Problem solver.
- Flexibility to work long hours, weekends, and holidays.
- Attention to detail.
- Strong organizational and production planning skills.
- Business sense.
- Culinary expertise including high-volume production techniques, buffet execution, knife skills, and tasting skills.
- Knowledge of banquet cuisine preparation and modern presentation techniques.
- Positive people skills within the kitchen sections and other departments.
- Excellent buffet merchandising and presentation skills.
- Ability to work effectively under pressure during large-scale events and conferences.

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



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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 built 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)
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