



## Chicago

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### GENERAL INFORMATION

**Position Title:** Kitchen Manager

**Pay Status:** Exempt

**Job Status:** Full-Time

**Reports To:** Food & Beverage Director

**Employer:** Randolph Entertainment LLC DBA Teatro Zinzanni

**Start Date:** Immediately

**Compensation:** Based on Experience

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### SUMMARY:

Teatro ZinZanni presents a fully integrated evening of entertainment which includes cirque artists, European cabaret, contortionists, jugglers, and illusionists with live music and a fabulous multi-course meal.

The venue is a 300-seat restaurant that is housed inside a Belgian wooden tent, with opulent furnishings and mirrors throughout. It is on the 14th Floor of the Cambria Hotel. The venue has been operating successfully since 2019.

The smooth operation of Teatro ZinZanni is based on teamwork and the shared responsibility of sales, production, and service staff. Our success is determined by the integration of excellent guest service from ticketing to the night of the show and beyond, the quality of the show, and seamless food and beverage operations.

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### POSITION SUMMARY:

The Kitchen Manager leads the production of show-centric 4-course dinners and a la carte menu for 330 guests and the production of show crew meals. This position kitchen operations, ordering, tracking and inventory of products from multiple vendors, overseeing kitchen staff, as well as maintaining high standards of quality, timeliness and consistency in the execution of fine dining meals within a live, fast-paced theatrical environment

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## **ESSENTIAL FUNCTIONS**

### **Responsibilities and Duties:**

#### **Menu Implementation**

- menu sourcing, budgeting, and execution responsibility for a show centric 4 course-service dinner and an a la carte menu consisting of both appetizers, main course, and dessert additions, with emphasis on upscale visuals, seasonality, the efficiency of execution and usage of Chicago-centric ingredients, and purveyors
- leads the culinary portion of the training for both culinary and hospitality teams ( product knowledge, technique, presentation)
- maintains overall quality control standards and upholds consistency of recipes and standards for presentation

#### **Culinary Operations**

- planning and implementing daily operational structures with respect to both a set 4-course budget and an a la carte menu: daily food preparation, task creation, management and control, leadership/supervision/monitoring of kitchen staff.
- responsible for food production in rapport to show order/timeline to ensure synchronic delivery. Capacity to pre-empt, understand and act upon auditory and visual cues to ensure to-the-minute course timing and delivery
- adhering to a strict budget and production timeline for a crew meal
- responsible for kitchen operations at the highest of cleanliness standards in full adherence to health code for both facility and culinary staff

#### **Inventory & Menu Management**

- monitoring cost and pricing products, monitoring and maintaining budgets, and being proactive in strategies to improve and exceed budget goals
- creating informed order systems, and being accountable for placing and tracking food and supply orders under the strict timelines of a daily live show, a set menu, and a “no waste” operational principle
- maintaining excellent working relationships with vendors
- keeping organized, methodical, and trackable records for all aspects of the food production operation
- collaborating in the analysis and preparation of the annual budget
- monitoring and analysis of product performance and waste control reports
- creating, documenting, coding, and maintaining order processes using TZ food management software tools
- monitoring and adjusting food cost and pricing using TZ food management software tools
- executing and documenting ongoing weekly and monthly physical inventory using the TZZ beverage management software tool

#### **Staff Management**

- leading and supporting culinary staff during service operations
- providing guidance for culinary staff performance according to TZ vision and guidelines (leading and supervising staff through course execution, processing of guests' courses, add-ons, and dessert needs from arrival and top of the show,

- through the end of the show)
- attending and participating in daily hospitality staff operational meetings and preparing weekly summaries
  - establishing accurate and efficient systems of interaction and delivery of information between culinary operations and production, bar and show floor
  - creating staff *training* modules; determining culinary staff *training* schedules, leading and tracking progress for existing and new employees; preparing day-to-day food upselling assignments for the dining room staff
  - in collaboration with the Dining Room Manager, Bar Manager, Production Manager, and BSM staff, trains and coaches culinary staff to adhere, deliver, and interact correctly with performers and the overall culinary sequence of the nightly show
  - creating culinary staff duties schedules (daily, weekly, and monthly)
  - culinary staff overall work presence and attendance supervision, leads and monitors culinary staff during pre-show activities and process (workload, efficiency, punctuality, observance of the daily prep process, crew meal process, punctuality and roll call for daily meetings and post-show activities and process (operational clean up, end of shift procedures and staff departure, etc.)
  - establishing, codifying, and maintaining culinary standards. Such standards will include: details of food preparation and techniques, course service, food service patterns, efficiency, presentation, side work, etc.

### **Hospitality Team**

- works with close collaboration with the General Manager, Dining Room Manager, and Bar Manager toward maintaining high standards of operations and staff morale, cleanliness, and safety
- attending and participating in hospitality management operational meetings and preparing a weekly beverage operations summary

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### **JOB QUALIFICATIONS**

#### **Essential minimum skills, education, and experience:**

- Knowledge of food and catering operations with an emphasis on fine dining and a focus on quality, presentation, production, food cost controls, and sanitation
- Professional behavior: this includes maintaining an upbeat, uplifting, and positive attitude; with a calm, composed, and strong appearance as well as setting an exemplary performance example for all coworkers.
- Capacity to deliver excellence in all aspects of interactions with guests and peers, showcasing understanding, maturity, control, and finesse
- Excellent ability to communicate goals to the culinary team, to motivate, to delegate, and to maintain accountability with tasks in order to achieve results.
- Demonstrated ability to assess people and help them develop
- Must possess integrity, common sense, a sense of perspective, and a sense of humor
- Must have a sense of work ethic, responsibility, and pride in the work and the work team
- Must have measurable -both short and long-term- goals for employee coaching and training

- Timely, focused, and capable of meeting deadlines while maintaining a high degree of accuracy
- Maintaining confidence, handling highly confidential materials, and maintaining a confidential work area
- Ability to consistently implement several projects simultaneously in a fast-paced, time-tight environment
- Strong technical ability in all areas of the kitchen including prep, pantry, broiler, sauté, fry, etc.
- A strong presence in both a technical and managerial aspect
- A minimum of 5 years of culinary management experience is required, catering and banquet experience preferred
- Proficiency with food inventory management software is mandatory
- Minimum bachelor's degree or equivalent
- Minimum 5 years of experience in a high volume environment/preferably upscale or fine dining entertainment venue
- Must be a professional with a keen attention to detail, cleanliness, and timing
- Must have a passion for innovative cuisine and a strong interest in and knowledge of food and wine

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## **WORKING SCHEDULE/ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Fast-paced, complex theatrical environment incorporating a 330-seat fine dining restaurant.
- The employee requires good organizational skills, memory, and the ability to respond to changing demands as needed.
- The atmosphere includes loud noise, bright lighting, and strobe lights.

Works all shows: Primary schedule of Tuesday through Sunday (Schedule will vary according to the show calendar). This is a hands-on and feet-on-the-floor type position, with a typical day consisting of 1-2 hours planning and organizing, and 6-7 hours interacting with the staff and guests.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- While performing the duties of this Job, the employee is regularly required to use hands to handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, and talk or hear.
- The employee is required to stand and walk during most of the shift while carrying heavy, full trays of food and dishes.

- The employee must frequently lift and carry up to 40 pounds.
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Randolph Entertainment LLC (hereinafter “Teatro ZinZanni” or “Company.”) IS AN EQUAL OPPORTUNITY EMPLOYER. We believe every employee has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, Teatro ZinZanni makes all decisions involving any aspect of the employment relationship without regard to race, color, sex, pregnancy, creed, religion, age, marital or nursing mother status, national origin, ancestry, citizenship, the presence of any disability (sensory, mental, or physical), medical or genetic information, military or veteran status, sexual orientation, gender identity, gender expression, or any other status or characteristic protected by applicable local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and employment, including compensation, benefits, advancement, transfers, and reductions in force. PLEASE CONTACT THE COMPANY IF YOU NEED ASSISTANCE WITH COMPLETING THIS APPLICATION OR TO OTHERWISE PARTICIPATE IN THE APPLICATION PROCESS.

**How to apply:**

Please send a cover letter and resume in PDF format to:  
[restaurant-jobs@randolphentertainment.com](mailto:restaurant-jobs@randolphentertainment.com).