

WORLDCHIEFS

GLOBAL CULINARY CERTIFICATION

HANDBOOK



WORLDCHIEFS GLOBAL CULINARY CERTIFICATION

WORLDCHIEFS CERTIFIED PASTRY CHEF



The holder of this badge is a professional pastry chef or baker with a specialist knowledge and experience in producing pastry, baking and dessert products. This individual has a proven track record in managing a pastry section which includes developing people, budgeting and forecasting and contributing to the implementation of the kitchen revenue plan. They are either employed as a pastry chef (or equivalent) or run their own business.

THIS DOCUMENT SHOULD BE READ IN CONJUNCTION WITH THE
**WORLDCHIEFS GLOBAL CULINARY CERTIFICATION INTRODUCTION
HANDBOOK**

WHAT THE DIFFERENT COLOURS MEAN

Skills required: Skills required to achieve a badge are shown in black colour.

Examples: For each skill required, a range of examples are provided to illustrate how the relevant skill can be demonstrated. Examples are shown in blue colour.

Examples are a list of activities which are likely to be carried out when undertaking the role the badge relates to. The list of examples is **not** exhaustive. Individuals are **not** required to demonstrate every skill listed and there may be other relevant skills which are not listed, but can be accepted.

Definitions: Key terms, which are used to illustrate the skills required and/or the examples, are explained in light blue colour.

Worldchefs Certified Pastry Chef	
	Pastry section refers to the section managed by the Pastry Chef. The section may be operated by the Pastry Chef or a team of junior pastry chefs and/or bakers, under the direction/supervision of the Pastry Chef.
	CORE SKILLS
C1	Support the delivery of revenue strategy to achieve set goals
	Provide input into strategic decisions to support implementation of the kitchen revenue plan
	Support line manager to develop kitchen revenue plan
	Support the delivery of operational projects underpinning the kitchen revenue plan, within budget and on time
C2	Set and monitor targets
	Translate the kitchen revenue plan into targets and action plans for the pastry section
	Communicate targets and action plans to the pastry section
	Monitor the performance of the pastry section against targets and action plans
	Take corrective action, as necessary, to ensure targets are met
C3	Lead and manage the pastry section to deliver production/service standards
	Set objectives to achieve the goals of the pastry section
	Supervise the day-to-day operations of the pastry section
	Conduct team meetings/ briefings for the pastry section
	Conduct performance reviews for pastry team, if relevant
	Support line manager on personnel actions such as performance issues, disciplinary actions and terminations, if relevant
	Maintain effective working relationship with members of the pastry section, peers, line manager and line manager's peers
C4	Provide guest service
	Manage and coordinate all activities within the pastry section to ensure that food production and food service, if relevant, is in line with establishment standards
	Monitor the quality and efficiency of the pastry production and make suggestions for improvements
	Escalate guest comments and feedback to line manager, as necessary
	Formulate and implement solutions to address problem areas within the pastry section
	Highlight problem areas within the pastry section to line manager and make recommendations for improvements
	Deliver training or arrange for training to be delivered to address problem areas in the pastry section, as necessary

C5	Solve problems and deal with pressure effectively in own area of responsibility
	Identify potential issues in the pastry section which may impact on the food production and/or guest experience and address these proactively
	Be available to assist to deal with any issues or problems in or related to the pastry section
	Resolve operational issues or problems within the pastry section which may impact on the section's work and/or guest experience
	Work with line manager to respond to guest requirements and complaints which have been escalated to the pastry section
C6	Contribute to the recruitment of staff
	Work with line manager to evaluate and identify recruitment needs for the pastry section
	Contribute the recruitment of applicants for the pastry section, as required, including screening of applicants, conducting interviews and selecting staff
C7	Train and develop staff
	Deliver induction on the pastry section to new staff
	Conduct department training sessions
	Train staff to meet company standards
	Identify individual training needs within the pastry section and allocate appropriate training
	Support the development of members of the pastry section to help them progress, if relevant
	Coach members of the pastry section, if relevant
C8	Manage finances
	Contribute to the development of the kitchen financial plan
	Monitor or support the monitoring financial performance of the pastry section
	Maintain an overview of the kitchen business performance
	Plan and control operational budgets and costs for the pastry section
	Contribute to driving sales for the pastry section to achieve kitchen revenue targets
	Take corrective actions within own area of responsibility, as required, to ensure financial targets are met

C9	Plan and manage resources, within budget
	Help drive efficiencies for the pastry section:
	- Organise rotas, work shifts and in-house training
	- Contribute to managing and overseeing pastry requirements, including daily requirements and requirements for functions and special events
	- Ensure food stock for the pastry section is purchased 'just in time' as much as possible
	- Manage food stock and storage for the pastry section to keep wastage to a minimum
	- Check pastry equipment is safe to use and in good working order
	- Organise cleaning and maintenance of pastry equipment
	- Ensure safe and secure storage of pastry equipment
	- Arrange for maintenance of pastry section and equipment, as necessary
	'Just in time' purchasing refers to a food purchasing strategy which aims to order raw materials directly from suppliers and in line with the kitchen production schedule to ensure efficient management of stock and to low inventory costs
C10	Promote sustainable practices in the kitchen
	Describe how sustainable practices can impact on the efficiency of pastry operations:
	- Reducing food waste
	- Recycling waste/packaging
	- Economic use of power and electricity
	- Consideration of carbon footprint: the environmental impact of getting goods to the establishment (eg food miles)
	- Consideration of animal welfare

Worldchefs Certified Pastry Chef	
	ROLE SPECIFIC SKILLS
R1	Demonstrate an understanding of own role and the role of the pastry section
	Explain key activities that are part of own role
	Describe how different teams within <u>and outside</u> the kitchen work together to produce and deliver food and food service
	Explain how the pastry section contributes to the effective running of the establishment
R2	Manage the pastry production to meet standards set by the establishment and guests' needs
	Check reservations for daily requirements, including guest numbers and any special requirements, and ensures that these can be met by the pastry section
	Plan staffing and resources to ensure the pastry section is ready for food production and service, if relevant, and daily requirements can be met
	Oversee the food production in the pastry section
	Coordinate with food service staff to ensure guests' food experience meets establishment standards (if relevant)
	Manage staffing levels within the pastry section in accordance with the production requirements including daily and seasonal fluctuations
	Manage issues within the pastry section to ensure efficient food production
R3	Plan pastry and dessert menus based on guest profile and establishment type
	Design pastry, baking and dessert products/dishes based on a variety of baking and cooking techniques and food items
	Identify guest and establishment profile and how these will impact on the pastry menu design
	Plan for guests with special requirements and special diets including allergens
	Choose ingredients and pastry, baking and dessert products/dishes considering seasonality and sustainability
	Consult with sous chef (or equivalent) and other managers to develop pastry menus
	Work with line manager to plan menu changes, new menus or menu specials
	<p>Pastry, baking and dessert products/dishes may include a range of bread, cake, celebration cakes, pastries, morning goods, iced and cold desserts, petit fours, tea pastries, pralines/chocolates, centre pieces which could include the use of one or more of the following medium: chocolate, cooked sugar, pastillage, marzipan and specialist cravings.</p> <p>Guest profile refers to characteristics which describe the type of customers who would dine at the culinary establishment and which are used to make decision concerning menu items and the service. These characteristics may include information such as demographics, gender, age, ethnicity, religion, location social background, buying patterns, income, purchase and dietary preferences.</p>

	Establishment profile refers to characteristics of the culinary operation including location, guest profile, style of décor as well as local and regional requirements (eg sustainability, sourcing of food etc).
R4	Procure ingredients and supplies for the pastry section, in line with the establishment's requirements and guidelines
	Select suppliers
	Set the specifications for pastry food items, in line with budget requirements
	Negotiate prices for pastry food items, if appropriate
	Place and track orders
	Ensure that food items ordered are received at the specification, quality and cost agreed with the supplier(s)
	Manage any issues related to food deliveries
	Manage supplier relationship
	Maintain stock levels in line with business needs
R5	Produce and present pastry, baking and dessert products/dishes, using complex recipes
	Ability to produce and present pastry, baking and dessert products/ dishes, using complex recipes
	Complex recipe refers to a recipe which uses many steps, complex combinations of ingredients, quantities, timing, a range of cooking/baking methods and techniques. A complex recipe is expected to be technically challenging and demonstrate advanced level of knowledge and skills both in terms of cooking and baking and presentation.
R6	Create and present specialised pastry, baking and dessert products for themed events using artistic skills
	Ability to produce and present specialised pastry, baking and dessert products for themed events
	Themed events refers to birthdays, weddings, celebratory, corporate and cultural events.

R7	Ensure that the principles of food safety are applied in the pastry section
	Manage pastry operations to ensure the pastry section applies the following practices:
	- Maintain personal hygiene required for handling food
	- Keep the work area(s) and equipment clean and hygienic, using appropriate cleaning methods
	- Keep food safe from microbial, chemical, physical and allergenic hazards
	- Follow safe food handling practices and procedures, including safe work flow, to reduce contamination risks
	- Control temperature for storage and cooking of food to avoid food spoilage
	- Follow standard procedures for receiving deliveries and for storage food items
	- Maintain accurate records
	- Apply the principles of HACCP within own role
	Food safety refers to the safe handling, preparing and storing food to prevent it from becoming contaminated and causing food poisoning and reduce the risk of individuals becoming sick from foodborne illnesses.
	HACCP refers to Food Safety Management Systems based on the principles of Hazard Analysis Critical Control Point according to appropriate directives or regulations.
R8	Maintain full compliance with legislation, health and safety requirements and relevant by-laws relevant to the pastry section
	Ensure the pastry section operates in a way which meets relevant and current industry, legislative and company requirements and regulations
	Ensure that those working in the pastry section complete all mandatory training
	Provide updates to the pastry section on changes to relevant legislation, requirements and by-laws
	Monitor the pastry operations to spot any non-compliance issues and take corrective actions or escalate these to line manager, as necessary
R9	Drive new business and ideas around the pastry menu to maintain and improve the competitive value/differentiation of the culinary operation
	Explain how the pastry section contributes to the financial performance and profitability of the kitchen and the establishment
	Monitor trends, including competitor trends, to make recommendations to line manager for opportunities which can help drive new business
	Evaluate levels of guest satisfaction and monitor trends to make recommendations for continuous improvement to line manager
	Consider issues outside the kitchen, such as sustainability (under-utilised products, local product, local trends, events, seasonality etc), to help improve the profitability of the pastry section

R10	Demonstrate a working knowledge and safe use of technology in the kitchen, appropriate for own role
	Demonstrate a competent and safe use of pastry equipment
	Use social media to monitor and respond to guest feedback
	Use digital communication devices to carry out research to find out about new trends, ideas, techniques and styles

Worldchefs Certified Pastry Chef	
	PROFESSIONAL DEVELOPMENT
P1	Demonstrate knowledge of career pathways within the hospitality industry, including progression opportunities for current role
	Describe the structure of the establishment
	Identify the key kitchen staff and other departments that the pastry section works with
	Describe the structure of the kitchen operation
	Identify career opportunities within the culinary profession and the hospitality industry
	Describe opportunities to progress from current role (ie next steps)
P2	Undertake a range of training or learning activities to acquire new or update existing skills and knowledge
	Identify training or learning needs specific to own role
	Participate in training or learning activities
	Provide evidence of training or learning undertaken
	Training or learning activities refers to on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.
	Training or learning needs refers to the development of skills and knowledge related to culinary arts which may include: <ul style="list-style-type: none"> - Product knowledge and food trends - Understanding of new developments, IT systems and equipment - Changes to legal or industry regulations such as health and safety and food safety - Changes to establishment standards - Development of soft skills such as communication and teamwork.
P3	Apply knowledge/ skills gained from training or learning activities to
	- Improve working practices in the pastry section
	- Inform the strategic direction of the pastry kitchen operation
	Identify opportunities to apply new knowledge/skills learnt
	Describe how new knowledge/skills learnt have been put into practice:
	- Changes made to operating in own role and the impact of the changes
	- Changes made to the way in which the pastry section works and the impact of the changes
	Make recommendations for changes to the strategic direction of the pastry operation.

P4	Develop and maintain own professional reputation as a Pastry Chef
	Ability to show, through a range of evidence from peers, customers, senior staff or competitions, excellence in pastry skills
	Ensure skills and knowledge remain current and reflect the latest pastry, baking and dessert techniques and trends
	<p>Professional reputation is the recognition of excellence through peer reviews, feedback from customers or senior staff or success in competitions (for example Worldchefs endorsed competitions).</p> <p>Maintain own professional reputation refers to actions taken to ensure skills and knowledge remain current and reflect the latest pastry, baking and dessert techniques and trends.</p>