Back-of-House

Positions and Responsibilities

**What is the Back-of-House?**

The back of the house, also known as the BOH, encompasses all the behind-the-scenes areas that customers will not see. This acts as the central command center in a restaurant because it’s where the food is prepared, cooked, and plated before making its way to the customer’s table. The back of house also serves as a place for employees and managers to do administrative work.

All back-of-house staff should wear clean uniforms and aprons while on the job.

Each position is listed below with its general responsibilities. There are many kitchen jobs in a restaurant and depending on the size and type of restaurant operation they vary. Below are the jobs that would apply to the Maple Leaf Diner:

1. **Kitchen Manager**
   1. Responsibilities:
      1. Oversees the entire kitchen and maintains quality control.
      2. Ensures kitchen staff is operating efficiently.
      3. Ensures the kitchen is clean and code compliant.
      4. Checks inventory.
      5. Can pinch hit on cooking when short staffed or during busy periods.
2. **Head Chef / Executive Chef (EC)**
   1. Responsibilities:
      1. Acts as quality control.
      2. The head chef is constantly bouncing around the restaurant checking on every stage of food prep.
      3. Ensures the kitchen is clean and code compliant.
      4. Manages inventory.
      5. Crafts the menu, generally using the rest of his team as a sounding board for ideas and tweaks.
      6. Comes up with specials.
3. **Sous Chef (Second in Command)**
   1. Responsibilities: Assists head chef with daily responsibilities and tasks.
4. **Line Cook**
   1. Responsibilities:
      1. Mans a particular station in the kitchen (ex. the grill or fry station, etc).
      2. Breaks down meat if restaurant does not have a butcher.
      3. Does the actual cooking.
5. **Prep Cook**
   1. Responsibilities:
      1. There are usually several prep cooks with varying responsibilities, as their purpose is to prepare food items for the line cooks.
      2. Has varying responsibilities to prep before orders are placed.
6. **Expeditor / Caller**
   1. Responsibilities:
      1. The purpose of the expeditor is to keep the kitchen line moving along at an efficient speed and in an organized fashion. He is the mind over the operation.
      2. The expeditor calls the incoming orders to the cooks and tells the rest of the kitchen staff what they should be working on.
      3. A caller needs to be quick-witted and highly organized, knowing exactly how long each menu item takes to prepare, as he balances orders to ensure they come out at the same time.
      4. He is in charge of organizing orders by table and garnishing the dishes before the server takes them out to the dining room.
      5. Expeditors are only needed when the kitchen is exceptionally busy, which can be all the time in some popular establishments.
      6. This role often acts as a liaison between back and front of house, as he will call for a runner to take a finished plate.
      7. The person who acts as an expeditor must be very familiar with the menu and know what dishes should look like when they leave the kitchen and are served to guests.
7. **Steward**
   1. Responsibilities:
      1. Under the direction of the manager or head chef, he maintains all preparation and the food storage areas, ensuring that they are clean and organized.
      2. On each shift, he is expected to wash dishes, pots and pans, utensils and food preparation machines and clean floors, counters and work tables.
      3. Less frequently, he performs in-depth cleaning of walk-in freezers and refrigerators, ovens, stoves and pantries.
      4. He may occasionally assist in unloading deliveries of food or supplies.
      5. Helps out where needed.
8. **Dishwasher**
   1. Responsibilities:
      1. Maintains an efficient dishwashing flow so that the restaurant does not run out of clean plates, utensils or other kitchenware.
      2. Puts dishes back where they belong once clean.