

| SKILLS FRAMEWORK FOR FOOD SERVICES<br>SKILLS MAP - BARISTA SUPERVISOR / SENIOR BARISTA |   |  |         |  |              |
|--|---|--|---------|--|--------------|
| <b>Sector</b>  | Food Services   |  |         |  |              |
| <b>Track</b>   | Beverage Service  |  |         |  |              |
| <b>Occupation</b>  | Supervisor  |  |         |  |              |
| <b>Job Role</b>  | Assistant Pastry Cook / Assistant Baker / Kitchen Assistant   |  |         |  |              |
| <b>Job Role Description</b>  | <p>The Barista Supervisor is responsible for guiding the preparation of beverages according to organisation's recipes and procedures. He/She prepares and recommends customised non-standard beverages. He maintains high standards for customer experience by continuously inspecting the adherence of customer service standards. He guides staff on daily operational tasks by planning the staff schedule and implements activities for continuous improvement. He also leads the compliance of service, food hygiene, health and safety standards.</p> <p>Meticulous and service-oriented, he is able to manage multiple tasks with the ability to lead and motivate the team to provide excellent customer service.</p> <p>He is able to work in a flexible schedule, including weekends, evenings, and public holidays. He should have the stamina to stay on his feet for long periods.</p> |  |         |  |              |
| <b>Critical Work Functions and Key Tasks</b>   | <b>Critical Work Functions</b>  | <b>Key Tasks</b>   |         |  |              |
|  | Monitor beverage orders and preparation   | Guide staff in the preparation of a variety of coffee-based beverages and teas<br>Guide staff in the maintenance of drinkware and beverage equipment needed for beverage preparation<br>Guide staff in operating Point of Sales (POS) Systems when managing beverage order   |         |  |              |
|  | Maintain customer experience  | Guide staff in management of customers' queries<br>Guide staff in recommending coffee-based beverages and teas to customers<br>Interact with customers to assess customers' satisfaction levels for customer experience improvement<br>Inspect the adherence of customer service standards<br>Analyse customers' feedback to ascertain customer service delivery gaps<br>Monitor the execution of initiatives under customer loyalty strategies  |         |  |              |
|  | Maintain hygiene, safety and standards  | Perform audit on staff adherence with the organisation's personal, food and beverage hygiene standards<br>Perform audit on staff adherence to the organisation's food waste management Standard Operating Procedures (SOPs)<br>Perform audit on staff's compliance with the organisation's Workplace Safety and Health (WSH) policies and procedures   |         |  |              |
|  | Execute food and beverage operations  | Plan staff scheduling based on operational needs<br>Guide staff on opening, operating and closing of shifts<br>Conduct daily reconciliation of sales<br>Implement strategies to achieve sales targets<br>Monitor inventory level to ensure consistent supplies<br>Assist in coordination of crisis response and recovery activities in accordance with business continuity policies<br>Provide on-the-job training and performance evaluation to subordinates<br>Assist in interviewing new staff as part of recruitment efforts |         |  |              |
|  | Contribute to continuous improvement  | Conduct data collection for process improvement reviews to determine the effectiveness of work processes and procedures<br>Suggest areas for continuous improvement within the team<br>Implement continuous improvement activities within the team<br>Guide staff in the usage of emerging technology and tools to improve work productivity<br>Provide recommendations in the development of new recipes to renew menus based on suggestions given  |         |  |              |
|  |   | <b>Technical Skills and Competencies</b>   |         | <b>Generic Skills and Competencies (Top 5)</b> |              |
|  |   | Business Planning  | Level 3 | Leadership                                     | Intermediate |
|  |   | Cost and Control Management  | Level 3 | Service Orientation                            | Intermediate |
|  |   | Crisis Management  | Level 3 | Communication                                  | Intermediate |

|                          |   |         |                      |              |
|--------------------------|---|---------|----------------------|--------------|
|                          | Customer Acquisition and Relationship Management  | Level 2 | Interpersonal Skills | Intermediate |
|                          | Customer Data Analysis  | Level 2 | Teamwork             | Intermediate |
|                          | Customer Service Excellence   | Level 2 |                      |              |
|                          | Data Analytics  | Level 2 |                      |              |
|                          | E-Commerce Management   | Level 2 |                      |              |
|                          | Emergency Response Management   | Level 2 |                      |              |
|                          | Emerging Technology Scanning  | Level 2 |                      |              |
|                          | Food and Beverage Equipment Maintenance   | Level 2 |                      |              |
|                          | Food and Beverage Inventory Management  | Level 2 |                      |              |
|                          | Food and Beverage Quality Audit and Compliance  | Level 2 |                      |              |
|                          | Food and Beverage Recipe Formulation  | Level 3 |                      |              |
|                          | Food and Beverage Service   | Level 2 |                      |              |
|                          | Food and Beverage Visual Merchandising Presentation   | Level 2 |                      |              |
|                          | Food Product Marketing  | Level 2 |                      |              |
|                          | Food Safety and Hygiene   | Level 2 |                      |              |
|                          | Food Waste Disposal and Reduction   | Level 3 |                      |              |
|                          | Halal Certification Compliance for Food and Beverages Operations  | Level 2 |                      |              |
|                          | Information and Communication Technology Disaster Recovery Management   | Level 2 |                      |              |
|                          | Learning and Development  | Level 2 |                      |              |
|                          | Legislative and Regulatory Compliance   | Level 3 |                      |              |
|                          | Loss and Risk Prevention Management   | Level 3 |                      |              |
|                          | Non-alcoholic Beverage Preparation  | Level 3 |                      |              |
|                          | People Management   | Level 2 |                      |              |
|                          | Personal Performance Management   | Level 3 |                      |              |
|                          | Productivity Optimisation for Food and Beverages Operations   | Level 3 |                      |              |
|                          | Quality Assurance Management  | Level 2 |                      |              |
|                          | Service Innovation Management   | Level 1 |                      |              |
|                          | Stakeholder Management  | Level 3 |                      |              |
|                          | System and Work Process Improvement   | Level 2 |                      |              |
|                          | Systems Thinking Application  | Level 2 |                      |              |
|                          | Technology Application and Implementation   | Level 3 |                      |              |
|                          | Workforce Diversity and Inclusion   | Level 3 |                      |              |
|                          | Workplace Safety and Health for Food and Beverage Operations  | Level 2 |                      |              |
| <b>Programme Listing</b> | For a list of Training Programmes available for the Food Services sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/food-services">www.skillsfuture.sg/skills-framework/food-services</a> |         |                      |              |

The information contained in this document serves as a guide

