

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP – BARTENDER SUPERVISOR					
Sector	Food Services				
Track	Beverage Service				
Occupation	Supervisor				
Job Role	BARTENDER SUPERVISOR				
Job Role Description	<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>Outgoing and service-oriented, he manages multiple tasks and is able to deal calmly and confidently with a diverse range of customers to provide excellent customer service.</p> <p>He is able to work in a flexible schedule, including weekends, late nights and public holidays. He should have the stamina to stay on his feet for long periods.</p>				
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks			
	Monitor beverage orders and preparation	Guide staff in the preparation of alcoholic and non-alcoholic beverages Guide staff in the maintenance of drinkware and beverage equipment needed for beverage preparation Guide staff in operating Point of Sales (POS) Systems when managing beverage order			
	Maintain customer experience	Guide staff in management of customers' queries Coach staff in recommending alcoholic and non-alcoholic beverages and food pairings to customers Interact with customers to assess customers' satisfaction levels for customer experience improvement Inspect the adherence of customer service standards Analyse customers' feedback to ascertain customer service delivery gaps Monitor the execution of initiatives under customer loyalty strategies			
	Maintain hygiene, safety and standards	Perform audit on staff adherence to legislative requirements pertaining to handling and consumption of alcoholic beverages Perform audit on staff adherence with the organisation's personal, food and beverage hygiene standards Perform audit on staff adherence to the organisation's food waste management Standard Operating Procedures (SOPs) 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 Guide staff on opening, operating and closing of shifts Conduct daily reconciliation of sales Implement strategies to achieve sales targets Monitor inventory level to ensure consistent supplies Assist in coordination of crisis response and recovery activities in accordance with business continuity policies Provide on-the-job training and performance evaluation to subordinates 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 Suggest areas for continuous improvement within the team Implement continuous improvement activities within the team Guide staff in the usage of emerging technology and tools to improve work productivity Create new beverage recipes based on customers' profiles and beverage preferences			
		Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
		Alcoholic Beverage Preparation	Level 3	Leadership	Intermediate
		Business Planning	Level 3	Service Orientation	Intermediate

	Cost and Control Management	Level 3	Communication	Intermediate
	Crisis Management	Level	Interpersonal Skills	Intermediate
	Customer Acquisition and Relationship Management	Level 2	Teamwork	Intermediate
	Customer Data Analysis	Level 2		
	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		
	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		
Programme Listing	For a list of Training Programmes available for the Food Services sector, please visit www.skillsfuture.sg/skills-framework/food-services			

The information contained in this document serves as a guide

