

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - GROUP BEVERAGE MANAGER				
<b>Sector</b>	Food Services			
<b>Track</b>	Beverage Service			
<b>Occupation</b>	Manager			
<b>Job Role</b>	Group Beverage Manager			
<b>Job Role Description</b>	<p>The Group Beverage Manager is responsible for connecting the beverage team with other front-of-house operations and oversees operations of all outlets. He/She needs to ensure smooth and profitable operations by constantly reviewing operational budgets and modifying work processes in accordance with continuous improvement objectives. He monitors the adherence of customer services standards and outlines the organisation's service, food hygiene, health and safety standards.</p> <p>Resourceful and detail-oriented, he is able to serve as a mentor that directs subordinates on operations of each outlet. He possesses a service mindset and guides his teams to anticipate customer needs.</p> <p>He maintains a flexible schedule, including evenings, weekends and public holidays, to provide on-site leadership to his teams.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Manage food and beverage operations	Review staff roster to ensure adequate manpower across teams	
			Review operational budgets across teams	
			Review strategies to achieve sales targets across teams	
			Review the proposed purchases across teams	
			Deploy business continuity and crisis management across the outlets	
			Build relationships and network for business opportunities and partnerships	
			Review teams' learning and career development initiatives to align organisation's learning agenda	
			Interview new staff	
	Review continuous improvement activities	Modify existing work processes and procedures in accordance with process improvement reviews		
		Review proposed initiatives for continuous improvement		
		Review continuous improvement activities to assess effectiveness		
		Evaluate emerging technology trends that can be leveraged to improve productivity and innovation		
		Review the new beverage recipes for inclusion in new menu		
	Monitor customer experience standards	Monitor the adherence of customer service standards		
		Evaluate the effectiveness of service recovery strategies to improve customer service delivery		
		Evaluate impact of customer loyalty strategies to ascertain its effectiveness		
Manage hygiene, safety and standards	Outline organisation's personal, food and beverage hygiene standards across teams			
	Outline organisation's food waste management Standard Operating Procedures (SOPs) across teams			
	Outline organisation's Workplace Safety and Health (WSH) policies and procedures across teams			
	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Brand Portfolio Management	Level 4	Leadership	Advanced
	Budgeting	Level 4	Communication	Advanced
	Business Change Assessment	Level 4	Developing People	Advanced
	Business Continuity Planning	Level 4	Problem Solving	Advanced
	Business Negotiation	Level 4	Interpersonal Skills	Advanced
	Business Opportunities Development	Level 3		
	Business Performance Management	Level 4		
	Business Planning	Level 5		
	Business Presentation Delivery	Level 4		
	Change Management	Level 4		

Conflict Resolution	Level 4
Cost and Control Management	Level 4
Creative Entrepreneurship	Level 4
Crisis Management	Level 4
Customer Acquisition and Relationship Management	Level 4
Customer Data Analysis	Level 4
Customer Loyalty and Retention Strategy Design	Level 4
Customer Service Excellence	Level 4
Data Analytics	Level 4
E-Commerce Management	Level 4
Effectiveness Management	Level 4
Emergency Response Management	Level 4
Emerging Technology Scanning	Level 4
Food and Beverage Equipment Maintenance	Level 4
Food and Beverage Inventory Management	Level 4
Food and Beverage Quality Audit and Assessment	Level 4
Food and Beverage Recipe Formulation	Level 5
Food and Beverage Visual Merchandising Presentation	Level 4
Food Product Marketing	Level 4
Food Safety and Hygiene	Level 4
Food Waste Disposal and Reduction	Level 5
Halal Certification Compliance for Food and Beverages Operations	Level 4
Information and Communication Technology Disaster Recovery Management	Level 4
Innovation Management	Level 4
Learning and Development	Level 4
Legislative and Regulatory Compliance	Level 5
Organisational Strategising	Level 4
People Management	Level 4
Personal Performance Management	Level 5
Productivity Optimisation for Food and Beverages Operations	Level 5
Project Management	Level 4
Quality Assurance Management	Level 4
Risk Compliance and Governance	Level 5
Sales Management	Level 5
Service Innovation Management	Level 4
Stakeholder Management	Level 4
Sustainable Food Production Design	Level 4
System and Work Process Improvement	Level 4
Systems Thinking Application	Level 4
Technology Application and Implementation	Level 4

	Technology Strategy Design	Level 4	
	Vendor Management	Level 4	
	Workforce Diversity and Inclusion	Level 5	
	Workplace Safety and Health for Food and Beverage Operations	Level 4	
<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

