

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP – HEAD BARISTA				
<b>Sector</b>	Food Services			
<b>Track</b>	Beverage Service			
<b>Occupation</b>	Manager			
<b>Job Role</b>	Head Barista			
<b>Job Role Description</b>	<p>The Head Barista is responsible for the overall profitability and the end-to-end operations of the outlet. He/She works closely with the team to monitor preparation of beverages and manage the operational needs of the outlet. He recommends initiatives to boost customer experience and plans activities for continuous improvement within the team. He also monitors the teams' compliance to service, food hygiene, health and safety standards.</p> <p>He must have excellent communication and teaching skills, keep a calm, mature, professional demeanour when needed and possesses a proactive approach to problem-solving and staff management.</p> <p>He is able to work in a flexible schedule, including weekends, evenings, and public holidays, and may have to provide support at the workstations during peak periods.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	Manage food and beverage operations	Review staff roster to ensure adequate manpower for the team		
		Monitor opening, operating, and closing of shifts for the outlet		
		Plan operational budgets for the team		
		Develop strategies to achieve sales targets according to customers' profiles		
		Analyse inventory levels to propose purchases for the team		
		Coordinate crisis response and recovery activities in accordance with business continuity policies		
		Translate team members' skill requirements into learning and development plans		
		Interview new staff		
	Manage customer experience	Analyse current customers' profiles and beverage preferences to provide targeted recommendations		
		Deploy customer service standards to drive organisation's customer experience goal		
		Recommend initiatives to minimise customer service performance gaps		
		Implement customer loyalty strategies		
	Monitor hygiene, safety and standards	Monitor team's compliance with the organisation's personal, food and beverage hygiene standards		
		Monitor team's adherence to the organisation's food waste management Standard Operating Procedures (SOPs)		
		Monitor team's adherence with the organisation's Workplace Safety and Health (WSH) policies and procedures		
	Guide continuous improvement activities	Review existing work processes and procedures in accordance with process improvement reviews		
Propose to management on the initiatives for continuous improvement within the team				
Plan continuous improvement activities within the team				
Analyse workplace performance and processes to identify opportunities for innovation, improved work practices and utilisation of emerging technology				
Create new beverage recipes based on customers' profiles and beverage preferences				
Monitor beverage orders and preparation	Monitor the preparation of coffee-based beverages and teas			
	Monitor the operations of Point of Sales (POS) Systems when managing beverage order			
	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Brand Portfolio Management	Level 3	Leadership	Advanced
	Budgeting	Level 3	Communication	Intermediate
	Business Change Assessment	Level 4	Developing People	Intermediate
	Business Continuity Planning	Level 3	Interpersonal Skills	Intermediate
	Business Negotiation	Level 3	Teamwork	Advanced
	Business Opportunities Development	Level 2		

Business Planning	Level 4
Business Presentation Delivery	Level 3
Change Management	Level 3
Conflict Resolution	Level 4
Cost and Control Management	Level 4
Crisis Management	Level 3
Customer Acquisition and Relationship Management	Level 3
Customer Data Analysis	Level 3
Customer Loyalty and Retention Strategy Design	Level 4
Customer Service Excellence	Level 3
Data Analytics	Level 3
E-Commerce Management	Level 3
Effectiveness Management	Level 3
Emergency Response Management	Level 3
Emerging Technology Scanning	Level 3
Food and Beverage Equipment Maintenance	Level 3
Food and Beverage Inventory Management	Level 3
Food and Beverage Quality Audit and Compliance	Level 3
Food and Beverage Recipe Formulation	Level 4
Food and Beverage Service	Level 3
Food and Beverage Visual Merchandising Presentation	Level 3
Food Product Marketing	Level 3
Food Safety and Hygiene	Level 3
Food Waste Disposal and Reduction	Level 4
Halal Certification Compliance for Food and Beverages Operations	Level 3
Information and Communication Technology Disaster Recovery Management	Level 3
Innovation Management	Level 3
Learning and Development	Level 3
Legislative and Regulatory Compliance	Level 4
Loss and Risk Prevention Management	Level 4
Non-alcoholic Beverage Preparation	Level 4
Organisational Strategising	Level 3
People Management	Level 3
Personal Performance Management	Level 4
Productivity Optimisation for Food and Beverages Operations	Level 4
Project Management	Level 3
Quality Assurance Management	Level 3
Risk Compliance and Governance	Level 4
Sales Management	Level 4
Service Innovation Management	Level 3

Skills and Competencies	Stakeholder Management	Level 4	
	Sustainable Food Production Design	Level 3	
	System and Work Process Improvement	Level 3	
	Systems Thinking Application	Level 3	
	Technology Application and Implementation	Level 4	
	Technology Strategy Design	Level 4	
	Vendor Management	Level 3	
	Workforce Diversity and Inclusion	Level 4	
	Workplace Safety and Health for Food and Beverage Operations	Level 3	
<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.