

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - HEAD SOMMELIER / SOMMELIER					
Sector	Food Services				
Track	Beverage Service				
Occupation	Manager				
Job Role	Head Sommelier / Sommelier				
Job Role Description	<p>The Head Sommelier / Sommelier is responsible for the overall profitability and the end-to-end operations of the outlet. He/She works closely with the team to ensure customer needs are fulfilled while managing 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>Detail oriented and customer-centric, he is able to maintain a mature and professional demeanour when needed. He possesses a keen eye for detail and the ability to maintain rapport with customers.</p> <p>He is able to work in a flexible schedule, including weekends, evenings, and public holidays. He is expected to spend most of his time between customers' tables and the bar area.</p>				
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks			
	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 compliance with legislative requirements pertaining to handling and consumption of alcoholic beverages 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			
	Monitor beverage orders and preparation	Monitor wine-handling with various techniques of presenting, opening, decanting and serving Provide clarifications to customers on the different categories of wines Monitor the operations of Point of Sales (POS) Systems when managing beverage order			
		Technical Skills and Competencies	Generic Skills and Competencies (Top 5)		
		Alcoholic Beverage Preparation	Level 3	Leadership	Advanced
		Brand Portfolio Management	Level 3	Communication	Intermediate
		Budgeting	Level 3	Developing People	Intermediate
		Business Change Assessment	Level 4	Interpersonal Skills	Intermediate
		Business Continuity Planning	Level 3	Teamwork	Advanced

Business Negotiation	Level 3
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
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
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
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	
	Wine Service	Level 4	
	Workforce Diversity and Inclusion	Level 4	
	Workplace Safety and Health for Food and Beverage Operations	Level 3	
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

