

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - OPERATIONS DIRECTOR / OPERATIONS MANAGER				
Sector	Food Services			
Track	Beverage Service			
Occupation	Director			
Job Role	Operations Director / Operations Manager			
Job Role Description	<p>The Operations Director is responsible for overall accountability of the organisation's daily operations. Spearheading the operations arm of the organisation, he/she builds relationships with industry players for partnerships. He establishes customer service standards for staff to drive organisation's customer experience goal and formulates robust strategies for continuous improvement. He also drives the organisation's compliance to service, food hygiene, health and safety standards.</p> <p>Resourceful and detail-oriented, he should have strong multi-tasking skills, and deal with other departments effectively. He possesses strong communication and interpersonal skills to manage emergencies and escalated customer complaints.</p> <p>He is expected to have the ability to work and perform in a fast-paced and dynamic environment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Lead food and beverage operations	Approve operational budgets for the department		
		Determine sales targets for each outlet		
		Approve the proposed purchases across the department		
		Establish business continuity and crisis management plans across the operations		
		Lead relationship building with industry players for business opportunities and partnerships		
		Approve department's learning and development plans to align with organisational strategies		
		Drive department's recruitment efforts based on projected manpower requirements and business needs		
	Drive continuous improvement	Direct review of existing work processes and procedures in accordance with process improvement review		
		Develop continuous improvement strategies in line with organisation's continuous improvement goals and targets		
		Formulate strategies for continuous improvement		
		Formulate strategies to leverage emerging technologies to improve productivity and innovation		
		Drive the review and development of new beverage recipes across organisation		
	Set customer experience standards	Establish customer service standards for staff to drive organisation's customer experience goals		
		Develop service recovery frameworks to address customer service delivery gaps		
		Develop strategies to improve customer loyalty		
Drive hygiene, safety and standards	Drive organisation's compliance with personal, food and beverage hygiene standards			
	Drive organisation's adherence to food waste management Standard Operating Procedures (SOPs)			
	Drive organisation's compliance to Workplace Safety and Health (WSH) policies and procedures			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Brand Portfolio Management	Level 5	Leadership	Advanced
	Budgeting	Level 5	Developing People	Advanced
	Business Change Assessment	Level 5	Communication	Advanced
	Business Continuity Planning	Level 5	Decision Making	Advanced
	Business Negotiation	Level 5	Problem Solving	Advanced
	Business Opportunities Development	Level 4		
	Business Performance Management	Level 5		
	Business Planning	Level 6		
	Business Presentation Delivery	Level 5		
	Change Management	Level 5		
	Conflict Resolution	Level 5		

Cost and Control Management	Level 5
Creative Entrepreneurship	Level 5
Crisis Management	Level 5
Customer Acquisition and Relationship Management	Level 5
Customer Data Analysis	Level 5
Customer Loyalty and Retention Strategy Design	Level 5
Customer Service Excellence	Level 5
Data Analytics	Level 5
E-Commerce Management	Level 5
Effectiveness Management	Level 5
Emergency Response Management	Level 5
Emerging Technology Scanning	Level 5
Food and Beverage Equipment Maintenance	Level 5
Food and Beverage Inventory Management	Level 5
Food and Beverage Recipe Formulation	Level 5
Food Product Marketing	Level 5
Food Safety and Hygiene	Level 5
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 5
Innovation Management	Level 5
Learning and Development	Level 5
Legislative and Regulatory Compliance	Level 6
Organisational Strategising	Level 5
People Management	Level 5
Personal Performance Management	Level 6
Productivity Optimisation for Food and Beverages Operations	Level 6
Project Management	Level 5
Quality Assurance Management	Level 5
Risk Compliance and Governance	Level 6
Sales Management	Level 6
Service Innovation Management	Level 5
Stakeholder Management	Level 5
Sustainable Food Production Design	Level 5
System and Work Process Improvement	Level 5
Technology Application and Implementation	Level 5
Technology Strategy Design	Level 5
Vendor Management	Level 5
Workforce Diversity and Inclusion	Level 6
Workplace Safety and Health for Food and Beverage Operations	Level 4

**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

