

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - WINE SPECIALIST / DEMI SOMMELIER				
Sector	Food Services			
Track	Beverage Service			
Occupation	Supervisor			
Job Role	Wine Specialist / Demi Sommelier			
Job Role Description	<p>The Wine Specialist / Demi Sommelier is responsible for guiding wine service according to organisation's standards and procedures. He/She serves and recommends wine 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>Knowledgeable and service-oriented, he is able to provide quality customer service and work both independently and in a team environment.</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		
	Monitor beverage orders and preparation	Guide staff on wine-handling with various techniques of presenting, opening, decanting and serving		
		Guide staff in the maintenance of drinkware and beverage equipment needed for beverage preparation		
		Guide staff on the articulation of different categories of wines		
		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 wine 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			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Alcoholic Beverage Preparation	Level 2	Leadership	Intermediate
	Business Planning	Level 3	Service Orientation	Intermediate

	Cost and Control Management	Level 3	Communication	Intermediate
	Crisis Management	Level 3	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 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		
	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		
	Wine Service	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

