

**SKILLS FRAMEWORK FOR FOOD SERVICES
SKILLS MAP - ASSISTANT HEAD CHEF**

Sector	Food Services			
Track	Culinary Arts			
Occupation	Supervisor			
Job Role	Assistant Head Chef			
Job Role Description	<p>The Assistant Head Chef directs all sections of the kitchen's operations to guide preparation of food across all workstations. He/She guides all sections of the kitchen's operations and implements continuous improvement across all workstations. He performs audits on adherence of customer service standards and leads the compliance of service, food hygiene, health and safety standards.</p> <p>He must have excellent communication and teaching skills, and be able to keep a calm, mature, and professional demeanour when needed.</p> <p>He is also be proactive in task delegation, problem-solving and staff management and be able to handle the pressure from working in a fast-paced environment to meet daily production schedules.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Guide food preparation	Guide the preparation of food across workstations based on speed and rhythm of service		
		Guide the plating of food items across the workstations		
		Guide the preparation of workstations before the start of each service		
	Execute food and beverage operations	Direct all sections of the kitchen's operations		
		Assist to plan staff schedules based on operational needs		
		Monitor inventory level to ensure sufficient inventory for kitchen operations		
		Perform audits on portion and waste control practices to minimise loss and wastage		
		Provide on-the-job training and performance evaluation to subordinates		
		Support crisis response and recovery activities in accordance with business continuity policies		
	Maintain hygiene, safety and standards	Perform audits on staff's adherence to the organisation's personal, food and beverage hygiene standards		
		Perform audits on staff's adherence to the organisation's food waste management Standard Operating Procedures (SOPs)		
		Perform audits on staff's adherence to the organisation's Workplace Safety and Health (WSH) policies and procedures		
	Contribute to continuous improvement	Provide recommendations for the development of new recipes to renew menus based on suggestions given		
		Conduct data collection for process improvement reviews to determine the effectiveness of work processes and procedures		
		Suggest areas for continuous improvement across workstations		
Implement continuous improvement activities across workstations				
Guide staff in the usage of emerging technology and tools to improve work productivity				
Maintain customer experience	Perform audits on the adherence of customer service standards			
	Analyse service challenges to ascertain customer service delivery gaps			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Asian Cold Dish and Dessert Preparation	Level 2	Communication	Intermediate
	Asian Cuisine Preparation and Cooking	Level 2	Leadership	Intermediate
	Chinese Dry-Heat Dish Preparation and Cooking	Level 2	Interpersonal Skills	Intermediate
	Chinese Moist-Heat Dish Preparation and Cooking	Level 2	Teamwork	Intermediate
	Cost and Control Management	Level 3	Problem Solving	Basic
	Crisis Management	Level 3		
	Customer Acquisition and Relationship Management	Level 2		
	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 Production Management	Level 2
	Food and Beverage Quality Audit and Compliance	Level 3
	Food and Beverage Recipe Formulation	Level 3
	Food Product Marketing	Level 2
	Food Safety and Hygiene	Level 2
	Food Science Application	Level 3
	Food Waste Disposal and Reduction	Level 3
	Halal Certification Compliance for Food and Beverages Operations	Level 2
	Indian Dry-Heat Dish Preparation and Cooking	Level 2
	Indian Moist-Heat Dish Preparation and Cooking	Level 2
	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
	Malay Dry-Heat Dish Preparation and Cooking	Level 2
	Malay Moist-Heat Dish Preparation and Cooking	Level 2
	Meat Storage and Fabrication	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
	Seafood Storage and Fabrication	Level 3
	Service Innovation Management	Level 1
	Specialty Cuisine Preparation	Level 2
	System and Work Process Improvement	Level 2
	Systems Thinking Application	Level 2
	Technology Application and Implementation	Level 3
	Western Cold Dish Preparation	Level 2
	Western Dry-Heat Dish Preparation and Cooking	Level 2
	Western Moist-Heat Dish Preparation and Cooking	Level 2
	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	