

**SKILLS FRAMEWORK FOR FOOD SERVICES
SKILLS MAP - COOK / KITCHEN ASSISTANT**

Sector	Food Services			
Track	Culinary Arts			
Occupation	Assistant			
Job Role	Cook / Kitchen Assistant			
Job Role Description	<p>The Cook / Kitchen Assistant is responsible for supporting the activities of the back-of-house kitchen. He/She prepares mise en place, cleans utensils and work areas, and performs other day-to-day operations in the kitchen. He is expected to follow customer service standards as well as contribute ideas in new recipes for continuous improvement. He also takes initiatives to maintain, food hygiene, health and safety standards.</p> <p>Attentive and meticulous, he possesses good time management skills and is able to multi-task numerous physical tasks in a high-volume production environment.</p> <p>He is frequently exposed to heat, steam, fire and noise as he operates in a kitchen environment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Prepare food	Prepare mise en place	
			Package food products for takeaway	
			Clean utensils and work areas at the start and end of work shift	
	Support food and beverage operations	Perform day-to-day operations in the kitchen		
		Execute daily operational tasks according to staff roster		
		Assist in the record of inventory and supplies		
		Exercise portion and waste control by correctly using ingredients and equipment to minimise loss and wastage		
		Follow crisis response and recovery activities in accordance with business continuity policies		
	Maintain hygiene, safety and standards	Follow the organisation's personal, food and beverage hygiene standards		
		Follow the organisation's food waste management Standard Operating Procedures (SOPs)		
		Follow the organisation's Workplace Safety and Health (WSH) policies and procedures		
	Contribute to continuous improvement	Contribute ideas in new recipes		
		Provide current work processes and procedures with supervisors during process improvement reviews		
		Suggest areas for continuous improvement within workstation		
		Execute continuous improvement activities within workstation		
		Operate emerging technology and tools to improve work productivity		
Deliver customer experience	Follow customer service standards			
	Escalate feedback on service challenges through proper escalation channels			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Asian Cold Dish and Dessert Preparation	Level 1	Communication	Basic
	Asian Cuisine Preparation and Cooking	Level 1	Teamwork	Basic
	Chinese Dry-Heat Dish Preparation and Cooking	Level 1	Service Orientation	Basic
	Chinese Moist-Heat Dish Preparation and Cooking	Level 1	Problem Solving	Basic
	Customer Service Excellence	Level 1	Interpersonal Skills	Basic
	Emergency Response Management	Level 2		
	Food and Beverage Equipment Maintenance	Level 2		
	Food and Beverage Inventory Management	Level 1		
	Food and Beverage Production Management	Level 1		
	Food Safety and Hygiene	Level 1		
	Food Waste Disposal and Reduction	Level 2		

	Halal Certification Compliance for Food and Beverages Operations	Level 2	
	Indian Dry-Heat Dish Preparation and Cooking	Level 1	
	Indian Moist-Heat Dish Preparation and Cooking	Level 1	
	Legislative and Regulatory Compliance	Level 1	
	Malay Dry-Heat Dish Preparation and Cooking	Level 1	
	Malay Moist-Heat Dish Preparation and Cooking	Level 1	
	Meat Storage and Fabrication	Level 1	
	Productivity Optimisation for Food and Beverages Operations	Level 1	
	Quality Assurance Management	Level 2	
	Seafood Storage and Fabrication	Level 1	
	Specialty Cuisine Preparation and Cooking	Level 1	
	System and Work Process Improvement	Level 1	
	Technology Application and Implementation	Level 2	
	Western Cold Dish Preparation	Level 1	
	Western Dry-Heat Dish Preparation and Cooking	Level 1	
	Western Moist-Heat Dish Preparation and Cooking	Level 1	
	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