

**SKILLS FRAMEWORK FOR FOOD SERVICES
SKILLS MAP - EXECUTIVE SOUS CHEF**

Sector	Food Services			
Track	Culinary Arts			
Occupation	Manager			
Job Role	Executive Sous Chef			
Job Role Description	<p>The Executive Sous Chef is responsible for managing kitchen operations by running the pass and informing cooks of the orders, monitoring speed and rhythm of coursing and overseeing plating of dishes throughout. He/She reviews proposed initiatives for continuous improvement and monitors the adherence to customer services standards. He outlines the organisation's service, food hygiene, health and safety standards.</p> <p>Resourceful and detail-oriented, he is able to serve as a mentor who directs subordinates during kitchen operations. He possesses a service mindset and guides his teams to anticipate customer needs.</p> <p>He is expected to work long hours and handle the pressure in a fast-paced kitchen environment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage food and beverage operations	Coordinate all sections in the kitchen		
		Approve staff rosters to ensure adequate manpower		
		Drive organisational policies and procedures for inventory management		
		Develop food waste control guidelines		
		Approve the hiring of new staff		
		Review learning and development needs of team members		
		Review profitability and costs for the culinary arts operations		
		Manage business continuity and crisis management across the kitchen		
		Build relationships and network for business opportunities and partnerships		
	Review continuous improvement activities	Review new recipes for inclusion in new menus		
		Modify existing work processes and procedures in accordance with process improvement reviews		
		Review proposed initiatives for continuous improvement		
		Review proposed initiatives for continuous improvement		
		Evaluate emerging technology trends that can be leveraged to improve productivity and innovation		
	Monitor customer experience standards	Monitor the adherence of customer service standards		
Evaluate the effectiveness of service recovery strategies to improve customer service delivery				
Evaluate impact of customer loyalty strategies to ascertain its effectiveness				
Monitor hygiene, safety and standards	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 compliance with the organisation's Workplace Safety and Health (WSH) policies and procedures			
Manage food preparation	Inspect food quality and portions to ensure required standards are met			
	Inspect quality of food plating to ensure required standards are met when running the pass			
Skills & Competencies	Technical Skills and Competencies			
	Brand Portfolio Management	Level 4	Leadership	Advanced
	Budgeting	Level 4	Problem Solving	Advanced
	Business Change Assessment	Level 4	Decision Making	Advanced
	Business Continuity Planning	Level 4	Developing People	Advanced
	Business Negotiation	Level 4	Communication	Advanced
	Business Opportunities Development	Level 3		

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

	Systems Thinking Application	Level 4	
	Technology Application and Implementation	Level 4	
	Technology Strategy Design	Level 4	
	Vendor Management	Level 4	
	Workforce Diversity and Inclusion	Level 5	
	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