

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

Sector	Food Services			
Track	Culinary Arts			
Occupation	Supervisor			
Job Role	Head Chef			
Job Role Description	<p>The Head Chef is the overall in-charge for the kitchen's daily operations to guide preparation of food across all workstations. He/She supervises day-to-day operations of the kitchen and creates new recipes and menus to ensure continuous improvement. He implements customer service standards to enhance customer experience and leads the compliance of service, food hygiene, health and safety standards.</p> <p>Resilient and resourceful, he possesses mental resilience to operate in a high pressure environment, and is capable in communicating and working effectively with co-workers and suppliers.</p> <p>He is expected to stand for long periods and work in a fast-paced environment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage food and beverage operations	Supervise day-to-day operations of kitchen		
		Plan staff roster to ensure adequate manpower		
		Implement organisational stock control procedures and systems		
		Monitor portion and waste control to minimise loss and wastage		
		Interview new staff		
		Translate team members' skill requirements into learning and development plans		
		Monitor profitability and costs for the operations of kitchen		
		Coordinate crisis response and recovery activities in accordance with business continuity policies		
	Guide continuous improvement activities	Create new recipes to renew menus based on assessments of proposed recommendations		
		Review existing work processes and procedures in accordance with process improvement reviews		
		Propose to management on the initiatives for continuous improvement within the team		
		Plan continuous improvement activities within the team		
		Analyse workplace performance and processes to identify opportunities for innovation, improved work practices and utilisation of emerging technology		
	Monitor hygiene, safety and standards	Assist to monitor team's compliance with the organisation's personal, food and beverage hygiene standards		
		Assist to monitor staff's adherence to the organisation's food waste management Standard Operating Procedures (SOPs)		
		Assist to monitor team's compliance with the organisation's Workplace Safety and Health (WSH) policies and procedures		
	Monitor food preparation	Monitor the preparation of food across workstations based on speed and rhythm of service		
		Monitor the plating of food items across workstations		
		Monitor the preparation of workstations before the start of each service		
Manage customer experience	Implement customer service standards to drive organisation's customer experience goals			
	Recommend initiatives to address service challenges to minimise customer service performance gaps			
	Implement customer loyalty strategies			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Asian Cold Dish and Dessert Preparation	Level 2	Leadership	Intermediate
	Asian Cuisine Preparation and Cooking	Level 3	Communication	Intermediate
	Brand Portfolio Management	Level 3	Problem Solving	Intermediate
	Budgeting	Level 3	Interpersonal Skills	Intermediate
	Business Change Assessment	Level 4	Decision Making	Intermediate
	Business Negotiation	Level 3		

Customer Acquisition and Relationship Management	Level 2
Business Opportunities Development	Level 2
Chinese Dry-Heat Dish Preparation and Cooking	Level 3
Chinese Moist-Heat Dish Preparation and Cooking	Level 3
Conflict Resolution	Level 4
Crisis Management	Level 3
Customer Acquisition and Relationship Management	Level 3
Customer Data Analysis	Level 3
Customer Loyalty and Retention Strategy Design	Level 4
Customer Service Excellence	Level 3
Data Analytics	Level 3
E-Commerce Management	Level 3
Effectiveness Management	Level 3
Emergency Response Management	Level 3
Emerging Technology Scanning	Level 3
Food and Beverage Equipment Maintenance	Level 3
Food and Beverage Inventory Management	Level 3
Food and Beverage Production Management	Level 3
Food and Beverage Quality Audit and Compliance	Level 4
Food and Beverage Recipe Formulation	Level 4
Food Product Marketing	Level 3
Food Safety and Hygiene	Level 3
Food Science Application	Level 4
Food Waste Disposal and Reduction	Level 4
Halal Certification Compliance for Food and Beverages Operations	Level 3
Indian Dry-Heat Dish Preparation and Cooking	Level 3
Indian Moist-Heat Dish Preparation and Cooking	Level 3
Information and Communication Technology Disaster Recovery Management	Level 3
Innovation Management	Level 3
Learning and Development	Level 3
Legislative and Regulatory Compliance	Level 4
Loss and Risk Prevention Management	Level 4
Malay Dry-Heat Dish Preparation and Cooking	Level 3
Malay Moist-Heat Dish Preparation and Cooking	Level 3
Organisational Strategising	Level 3
People Management	Level 3
Personal Performance Management	Level 4
Productivity Optimisation for Food and Beverages Operations	Level 4
Project Management	Level 3
Quality Assurance Management	Level 3
Risk Compliance and Governance	Level 4

	Sales Management	Level 4	
	Service Innovation Management	Level 3	
	Specialty Cuisine Preparation and Cooking	Level 3	
	Sustainable Food Production Design	Level 3	
	System and Work Process Improvement	Level 3	
	Systems Thinking Application	Level 3	
	Technology Application and Implementation	Level 4	
	Technology Strategy Design	Level 4	
	Vendor Management	Level 3	
	Western Cold Dish Preparation	Level 2	
	Western Dry-Heat Dish Preparation and Cooking	Level 3	
	Western Moist-Heat Dish Preparation and Cooking	Level 3	
	Workforce Diversity and Inclusion	Level 4	
	Workplace Safety and Health for Food and Beverage Operations	Level 3	
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