

**SKILLS FRAMEWORK FOR FOOD SERVICES
SKILLS MAP - EXECUTIVE / SERVICE SUPERVISOR**

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| Sector | Food Services | | | |
| Track | Food and Beverage Service | | | |
| Occupation | Supervisor | | | |
| Job Role | Executive / Service Supervisor | | | |
| Job Role Description | <p>The Executive / Service Supervisor leads the compliance of service, food hygiene, safety and other standards amongst the team on each shift. He/She assists in managing front-of-house operations and customer services to optimise outlet performance. He guides the staff in management of customers' queries, and plans staff scheduling based on operational needs. He monitors food and beverage services to ensure excellence customer service, and is expected to suggest areas for continuous improvement within the team.</p> <p>Meticulous and resourceful, he should have mental resilience to operate in high pressure environment, with the diplomacy to defuse anger and to resolve problems.</p> <p>He is able to work in a flexible schedule, including weekends, evenings, and public holidays, and is capable of interacting with colleagues and customers from a diverse background.</p> | | | |
| Critical Work Functions and Key Tasks | Critical Work Functions | Key Tasks | | |
| | Maintain customer experience | Manage reservations and allocation of customers to seats Guide staff in management of customers' queries Guide staff in recommending food and beverages to customers Check in 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 | | |
| | Execute food and beverage operations | Guide the staff on opening, operating and closing of shifts Plan staff scheduling based on operational needs Monitor inventory at service stations Implement strategies to achieve sales targets Conduct daily reconciliation of sales Assist in coordination of crisis response and recovery activities in accordance with business continuity policies Assist in interviewing new staff as part of recruitment efforts Provide on-the-job training and performance evaluation to subordinates | | |
| | Maintain hygiene, safety and standards | 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 Perform audit on staff adherence to legislative requirements pertaining to handling and consumption of alcoholic beverages | | |
| | Monitor food and beverage services | Inspect the set-up of cutlery, crockery and glassware on table Monitor the operations of Point of Sales (POS) Systems when managing beverage order Monitor the serving of food and beverages to ensure all dishes match the order ticket to the corresponding tables Inspect the replacement of soiled tableware and service items to prepare the table for the next customers | | |
| | 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) | |
| | | Business Planning | Level 3 | Leadership Intermediate |

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|--------------------------|---|---------|----------------------|--------------|
| | Cost and Control Management | Level 3 | Service Orientation | Intermediate |
| | Crisis Management | Level 3 | Communication | Intermediate |
| | Customer Acquisition and Relationship Management | Level 2 | Interpersonal Skills | Intermediate |
| | Customer Data Analysis | Level 2 | Teamwork | Intermediate |
| | 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 Service | Level 3 | | |
| | 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 | | |
| | Halal Certification Compliance for Food and Beverages Operations | 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 | | |
| | 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 4 | | |
| | System and Work Process Improvement | Level 2 | | |
| | Systems Thinking Application | Level 2 | | |
| | Technology Application and Implementation | 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