

**SKILLS FRAMEWORK FOR FOOD SERVICES
SKILLS MAP - MULTI-OUTLET MANAGER**

Sector	Food Services			
Track	Food and Beverage Service			
Occupation	Supervisor			
Job Role	Multi-Outlet Manager			
Job Role Description	<p>The Multi-Outlet Manager contributes to strategic business planning and operations for the outlets under his/her purview, ensuring smooth and profitable operations through a combination of sound financial, people and resource management. He reviews staff roster to ensure adequate manpower across multiple outlets. He is expected to evaluate emerging technology trends that can be leveraged for continuous improvement, and outline organisation's standard operating procedures (SOPs) to ensure compliance to service, food hygiene, safety and other standards.</p> <p>Resourceful and detail-oriented, he is able to serve as a mentor to direct reports on the running of operations in each outlet. He possesses a strong service mindset, and guides his teams to anticipate customer needs.</p> <p>He maintains a flexible schedule, including evenings, weekends and public holidays, to provide the on-site leadership to his teams where required.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage food and beverage operations	Review staff roster to ensure adequate manpower across outlets Review the proposed purchases across outlets Review strategies to achieve sales targets across outlets Review operational budgets across outlets Deploy business continuity and crisis management across the outlets Interview new staff Review multi-outlets' learning and career development initiatives to align organisation's learning agenda Build relationships and network for business opportunities and partnerships		
	Review continuous improvement activities	Modify existing work processes and procedures in accordance with process improvement reviews Review proposed initiatives for continuous improvement across outlets Review multi-outlets' continuous improvement activities to assess effectiveness 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 across outlets Evaluate impact of customer loyalty strategies to ascertain its effectiveness across outlets		
	Manage hygiene, safety and standards	Outline's organisation's personal, food and beverage hygiene standards across teams Outline organisation's food waste management Standard Operating Procedures (SOPs) across teams Outline organisation's Workplace Safety and Health (WSH) policies and procedures across teams Recommend the best practices on the compliance with legislative requirements pertaining to handling and consumption of alcoholic beverages		
		Technical Skills and Competencies	Generic Skills and Competencies (Top 5)	
	Brand Portfolio Management	Level 4	Leadership	Advanced
	Budgeting	Level 4	Communication	Advanced
	Business Change Assessment	Level 4	Developing People	Advanced
	Business Continuity Planning	Level 4	Problem Solving	Advanced
	Business Negotiation	Level 4	Interpersonal Skills	Advanced
	Business Opportunities Development	Level 3		
	Business Performance Management	Level 4		
	Business Planning	Level 5		
	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 Visual Merchandising Presentation	Level 4
Food Product Marketing	Level 4
Food Safety and Hygiene	Level 4
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
Stakeholder Management	Level 5
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