

**SKILLS FRAMEWORK FOR FOOD SERVICES
SKILLS MAP - OUTLET MANAGER / ASSISTANT OUTLET MANAGER**

Sector	Food Services				
Track	Food and Beverage Service				
Occupation	Supervisor				
Job Role	Outlet Manager / Assistant Outlet Manager				
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			
	Manage food and beverage operations	Monitor opening, operating, and closing of shifts for the outlet Review staff roster to ensure adequate manpower for each outlet Analyse inventory levels to propose purchases for the outlet Develop strategies to achieve sales targets according to customers' profiles Plan operational budgets for the outlet Coordinate crisis response and recovery activities in accordance with business continuity policies Interview new staff Translate team members' skill requirements into learning and development plans			
	Guide continuous improvement activities	Review existing work processes and procedures in accordance with process improvement reviews Propose to management on the initiatives for continuous improvement within the outlet Plan continuous improvement activities within the outlet Analyse workplace performance and processes to identify opportunities for innovation, improved work practices and utilisation of emerging technology			
	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			
	Manage customer experience	Analyse current customers' profiles and preferences to provide targeted recommendations Deploy customer service standards within the outlet to drive organisation's customer experience goal Recommend initiatives to minimise customer service performance gaps Implement customer loyalty strategies			
	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 adherence with the organisation's Workplace Safety and Health (WSH) policies and procedures Monitor outlet's 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 3	Leadership	Advanced
		Budgeting	Level 3	Communication	Intermediate
		Business Change Assessment	Level 4	Developing People	Intermediate
		Business Continuity Planning	Level 3	Interpersonal Skills	Intermediate

Business Negotiation	Level 3	Teamwork	Advanced
Business Opportunities Development	Level 2		
Business Planning	Level 4		
Business Presentation Delivery	Level 3		
Change Management	Level 3		
Conflict Resolution	Level 4		
Cost and Control Management	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 Service	Level 3		
Food and Beverage Visual Merchandising Presentation	Level 3		
Food Product Marketing	Level 3		
Food Safety and Hygiene	Level 3		
Food Waste Disposal and Reduction	Level 4		
Halal Certification Compliance for Food and Beverages Operations	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		
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		
Stakeholder Management	Level 5		
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	
	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