

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - ASSISTANT PASTRY CHEF				
Sector	Food Services			
Track	Pastry and Baking			
Occupation	Supervisor			
Job Role	Assistant Pastry Chef			
Job Role Description	<p>The Assistant Pastry Chef directs the preparation of a variety of pastry-based confectioneries. He/She inspects the ingredients used for daily products and the finishing touches of pastries. He also performs audits on staff's compliance with hygiene, safety and other standards, and suggests areas for continuous improvement within the team. He is expected to provide recommendations in the development of new recipes to renew the menus.</p> <p>Meticulous and resourceful, he possesses mental resilience to operate in high pressure environments, and is capable of communicating with customers, co-workers and management effectively. He should also have basic mathematics skills to implement recipes and measurements.</p> <p>He must be able to handle the pressure from working in a fast-paced environment to meet the daily production schedules.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Monitor pastry and baked goods preparation	Direct preparation of a variety of pastry-based confectioneries Inspect ingredients used for daily production of pastries to ensure consistency Monitor maintenance of baking equipment and areas prior to and post production of pastries Inspect finishing touches of pastries for decoration and presentation of finished products		
	Maintain hygiene, safety and standards	Perform audits on staff's adherence to the organisation's personal, food and beverage hygiene standards Perform audits on staff's adherence to the organisation's food waste management Standard Operating Procedures (SOPs) Perform audits on staff's adherence to the organisation's Workplace Safety and Health (WSH) policies and procedures		
	Execute food and beverage operations	Assist in the day-to-day operations of the pastry kitchen Assist to plan staff schedules based on operational needs Monitor inventory level to ensure sufficient inventory for production of pastries Provide on-the-job training and performance evaluation to subordinates Support crisis response and recovery activities in accordance with business continuity policies		
	Contribute to continuous improvement	Provide recommendations in the development of new recipes to renew menus based on suggestions given 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		
	Maintain customer experience	Perform audits on the adherence to customer service standards Analyse service challenges to ascertain customer service delivery gaps		
		Technical Skills and Competencies	Generic Skills and Competencies (Top 5)	
	Bread Preparation	Level 3	Communication	Intermediate
	Cost and Control Management	Level 3	Interpersonal Skills	Intermediate
	Crisis Management	Level 3	Problem Solving	Intermediate
	Customer Acquisition and Relationship Management	Level 2	Decision Making	Intermediate
	Customer Data Analysis	Level 2	Teamwork	Intermediate
	Customer Service Excellence	Level 2		
	Data Analytics	Level 2		
	E-Commerce Management	Level 2		

Skills and Competencies	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 Production Management	Level 2
	Food and Beverage Quality Audit and Compliance	Level 3
	Food and Beverage Recipe Formulation	Level 3
	Food Product Marketing	Level 2
	Food Safety and Hygiene	Level 2
	Food Science Application	Level 3
	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
	Pastry Preparation	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
	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.