

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - ASSISTANT PASTRY COOK / ASSISTANT BAKER / KITCHEN ASSISTANT			
Sector	Food Services		
Track	Pastry and Baking		
Occupation	Assistant		
Job Role	Assistant Pastry Cook / Assistant Baker / Kitchen Assistant		
Job Role Description	<p>The Assistant Pastry Cook/Assistant Baker/Kitchen Assistant is responsible for the production of pastry and baked goods. He/She prepares the baking equipment and ingredients, and applies finishing touches in post-production of pastries and baked goods. He follows hygiene, safety and other standards, and carries out food and beverage operational tasks. He may suggest areas for continuous improvement within his own workstation.</p> <p>He is attentive and meticulous and he possesses good time management skills and is able to multi-task, while performing physical tasks in a high-volume production environment.</p> <p>He is able to work under high temperatures, and in a flexible schedule, including weekends, evenings, and public holidays.</p>		
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks	
	Prepare pastry and baked goods	Assist in production of cakes, pastries, garnishes, ice-creams, and baked items	
		Prepare ingredients needed for daily production of pastries and baked goods	
		Operate baking equipment and tools during food preparation	
		Perform maintenance of baking equipment and areas prior to and post production of pastries and baked goods	
		Apply finishing touches to batches of pastries and baked goods	
	Maintain hygiene, safety and standards	Follow the organisation's personal, food and beverage hygiene standards	
		Follow the organisation's food waste management Standard Operating Procedures (SOPs)	
		Follow the organisation's Workplace Safety and Health (WSH) policies and procedures	
	Support food and beverage operations	Execute daily operational tasks according to staff roster	
		Assist in the record of inventory and supplies of pastries and baked goods	
		Follow crisis response and recovery activities in accordance with business continuity policies	
	Contribute to continuous improvement	Contribute ideas in new recipes	
		Provide current work processes and procedures with supervisors during process improvement reviews	
		Suggest areas for continuous improvement within workstation	
		Execute continuous improvement activities within workstation	
		Operate emerging technology and tools to improve work productivity	
Deliver customer experience	Follow customer service standards		
	Escalate feedback on service challenges through proper escalation channels		
Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
Bread Preparation	Level 1	Problem Solving	Basic
Customer Service Excellence	Level 1	Teamwork	Basic
Emergency Response Management	Level 2	Decision Making	Basic
Food and Beverage Equipment Maintenance	Level 2	Communication	Basic
Food and Beverage Inventory Management	Level 1	Interpersonal Skills	Basic
Food and Beverage Production Management	Level 1		
Food Safety and Hygiene	Level 1		
Food Waste Disposal and Reduction	Level 2		

Skills and Competencies	Halal Certification Compliance for Food and Beverages Operations	Level 2	
	Legislative and Regulatory Compliance	Level 2	
	Pastry Preparation	Level 1	
	Productivity Optimisation for Food and Beverages Operations	Level 1	
	Quality Assurance Management	Level 2	
	System and Work Process Improvement	Level 2	
	Technology Application and Implementation	Level 2	
	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.