

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - CHIEF EXECUTIVE OFFICER / MANAGING DIRECTOR				
Sector	Food Services			
Track	Pastry and Baking			
Occupation	Chief Executive Officer			
Job Role	Chief Executive Officer / Managing Director			
Job Role Description	<p>The Chief Executive Officer/Managing Director sets the overall vision and strategic direction for the organisation.</p> <p>As the leader of the organisation, he/she drives continuous improvement initiatives and directs food and beverage operations within the organisation. He maintains the organisation's financial sustainability and profitability, and is expected to develop business growth strategies. As the business environment is constantly changing, he inspires innovation and leads customer service excellence for the organisation to achieve success.</p> <p>Analytical and forward-thinking, he is able to make calculated risk-related decisions and perform effectively within a dynamic environment. He is also responsible for championing service excellence within the organisation and fostering strategic relationships with key stakeholders. He also serves as a mentor to direct reports and provides strategic guidance on all aspects of the organisation.</p> <p>He may need to travel frequently to maintain strategic local and regional networks. He should also stay abreast of international trends in the food services industry.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Drive continuous improvement	Key Tasks	
			Set organisation's continuous improvement goals and targets	
			Drive the culture of continuous improvement	
			Spearhead technology adoption within the organisation to improve productivity and innovation	
			Steer the organisation to achieve excellence in a globalised environment	
	Direct food and beverage operations	Leverage relationships with key internal and external stakeholders to identify growth opportunities		
		Formulate strategies for organisational learning and development to improve organisational performance		
		Drive resource management to maximise growth for the organisation		
		Approve organisational financial budgets and financial plans		
		Develop business continuity and crisis management strategies, policies and guidelines		
Strategise relationship building with industry players for business opportunities and partnerships				
Lead governance and compliance to corporate governance regulations				
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Board Membership	Level 6	Leadership	Advanced
	Budgeting	Level 6	Decision Making	Advanced
	Business Change Assessment	Level 6	Developing People	Advanced
	Business Negotiation	Level 6	Problem Solving	Advanced
	Business Opportunities Development	Level 5	Communication	Advanced
	Business Performance Management	Level 6		
	Change Management	Level 6		
	Conflict Resolution	Level 6		
	Creative Entrepreneurship	Level 6		
	Crisis Management	Level 6		
	Customer Loyalty and Retention Strategy Design	Level 6		
	Effectiveness Management	Level 5		
	Emerging Technology Scanning	Level 6		
	Financial Planning and Analysis	Level 6		
	Innovation Management	Level 6		
	Learning and Development	Level 6		
Legislative and Regulatory Compliance	Level 6			

	Organisational Strategising	Level 6
	People Management	Level 6
	Personal Performance Management	Level 6
	Productivity Optimisation for Food and Beverages Operations	Level 6
	Project Management	Level 6
	Quality Assurance Management	Level 5
	Risk Compliance and Governance	Level 6
	Sales Management	Level 6
	Stakeholder Management	Level 5
	Sustainable Food Production Design	Level 6
	Systems Thinking Application	Level 5
	Technology Strategy Design	Level 6
	Workforce Diversity and Inclusion	Level 6
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.