

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - EXECUTIVE CHEF				
Sector	Food Services			
Track	Pastry and Baking			
Occupation	Manager			
Job Role	Executive Chef			
Job Role Description	<p>The Executive Chef is responsible for all food production operations across the organisation, including food served at the restaurant, banquet functions, and other outlets. He/She defines food quality and plating concepts of food items and drives continuous improvement by directing the review and development of new recipes and work processes. He also drives the organisation's compliance to service, food hygiene, health and safety standards.</p> <p>Customer-centric and resourceful, he takes the lead and motivates the team to provide excellent customer service and ensures that the restaurant is always functioning properly. He possesses strong communication and interpersonal skills to interact well with supervisors, management, co-workers and customers.</p> <p>He is expected to work long hours to meet the demands of a food service establishment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Drive continuous improvement	Drive review and development of new recipes across organisation		
		Direct review of existing work processes and procedures in accordance with process improvement review		
		Develop continuous improvement strategies in line with organisation's continuous improvement goals and targets		
		Formulate strategies for continuous improvement		
		Formulate strategies to leverage emerging technologies to improve productivity and innovation		
	Lead food and beverage operations	Manage overall food production operations across the organisation		
		Drive recruitment efforts based on projected manpower requirements and business needs		
		Align the team's learning and career development initiatives with organisation's learning agenda		
		Assess profitability and costs for overall food production operations		
		Establish business continuity and crisis management plans across the pastry and culinary arts kitchen		
		Lead relationship building with industry players for business opportunities and partnerships		
	Manage food preparation	Define food quality and portion standards across organisation		
		Define food plating concepts of food items across organisation		
	Set customer experience standards	Establish customer service standards for staff to drive organisation's customer experience goals		
		Develop service recovery frameworks to address customer service delivery gaps		
		Develop strategies to improve customer loyalty		
Drive hygiene, safety and standards	Drive organisation's compliance with personal, food and beverage hygiene standards			
	Drive organisation's adherence to food and beverage safety Standard Operating Procedures (SOPs)			
	Lead organisation's culture of compliance with Workplace Safety and Health (WSH) policies and procedures			
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Brand Portfolio Management	Level 5	Leadership	Advanced
	Budgeting	Level 5	Decision Making	Advanced
	Business Change Assessment	Level 5	Problem Solving	Advanced
	Business Continuity Planning	Level 5	Developing People	Advanced
	Business Negotiation	Level 5	Communication	Advanced
	Business Opportunities Development	Level 4		
	Business Performance Management	Level 5		
	Business Presentation Delivery	Level 5		
Change Management	Level 5			

Conflict Resolution	Level 5
Cost and Control Management	Level 5
Creative Entrepreneurship	Level 5
Crisis Management	Level 5
Customer Acquisition and Relationship Management	Level 5
Customer Data Analysis	Level 5
Customer Loyalty and Retention Strategy Design	Level 5
Customer Service Excellence	Level 5
Data Analytics	Level 5
E-Commerce Management	Level 5
Effectiveness Management	Level 5
Emergency Response Management	Level 5
Emerging Technology Scanning	Level 5
Food and Beverage Equipment Maintenance	Level 5
Food and Beverage Inventory Management	Level 5
Food and Beverage Production Management	Level 5
Food and Beverage Quality Audit and Compliance	Level 5
Food and Beverage Recipe Formulation	Level 5
Food Product Marketing	Level 5
Food Safety and Hygiene	Level 5
Food Science Application	Level 5
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 5
Innovation Management	Level 5
Learning and Development	Level 5
Legislative and Regulatory Compliance	Level 6
Organisational Strategising	Level 5
People Management	Level 5
Personal Performance Management	Level 6
Productivity Optimisation for Food and Beverages Operations	Level 6
Project Management	Level 5
Quality Assurance Management	Level 5
Risk Compliance and Governance	Level 6
Sales Management	Level 6
Service Innovation Management	Level 5
Stakeholder Management	Level 5
Sustainable Food Production Design	Level 5
System and Work Process Improvement	Level 5
Systems Thinking Application	Level 5
Technology Strategy Design	Level 5

	Vendor Management	Level 5	
	Workforce Diversity and Inclusion	Level 6	
	Workplace Safety and Health for Food and Beverage Operations	Level 5	
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.