

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - EXECUTIVE PASTRY CHEF				
Sector	Food Services			
Track	Pastry and Baking			
Occupation	Manager			
Job Role	Executive Pastry Chef			
Job Role Description	<p>The Executive Pastry Chef provides direct supervision of the pastry and bakery functions of the kitchens . He/She oversees menu development and customer satisfaction, while achieving cost-efficiency. He also manages food and beverage operations, and monitors the team's compliance with hygiene, safety and other standards.</p> <p>Resourceful and detail-oriented, he serves as a mentor to direct reports on the running of operations in the pastry and bakery functions of the kitchen(s). He possesses a strong service mindset, and guides his teams to anticipate customer needs.</p> <p>He must be able to multi-task in a hectic kitchen environment to manage operational and business profitability aspects of the kitchen. He must possess the artistic ability to make pastries and baked goods appealing.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage food and beverage operations	Key Tasks	
			Manage pastry and baking kitchen operations	
			Approve staff rosters to ensure adequate manpower	
			Drive organisational policies and procedures for inventory management	
			Approve the hiring of new staff	
			Review learning and development needs of team members	
			Review profitability and costs for pastry and baking operations	
			Deploy business continuity and crisis management across the kitchen	
	Review continuous improvement activities	Review new recipes for inclusion in new menus		
		Modify existing work processes and procedures in accordance with process improvement reviews		
		Review proposed initiatives for continuous improvement		
		Review continuous improvement activities to assess effectiveness		
		Evaluate emerging technology trends that can be leveraged to improve productivity and innovation		
	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 compliance with the organisation's Workplace Safety and Health (WSH) policies and procedures		
	Monitor customer experience standards	Monitor the adherence to customer services standards		
Evaluate effectiveness of service recovery strategies to improve customer service delivery				
Evaluate impact of customer loyalty strategies to ascertain its effectiveness				
Manage pastry and baked goods preparation	Assess overall adherence to organisation's food quality standards			
	Coordinate all pastry preparation and presentation			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Brand Portfolio Management	Level 4	Leadership	Advanced
	Budgeting	Level 4	Decision Making	Advanced
	Business Change Assessment	Level 4	Problem Solving	Advanced
	Business Continuity Planning	Level 4	Developing People	Advanced
	Business Negotiation	Level 4	Communication	Advanced
	Business Opportunities Development	Level 3		
	Business Performance Management	Level 4		

	Business Presentation Delivery	Level 4
Skills and Competencies	Change Management	Level 4
	Conflict Resolution	Level 4
	Cost and Control Management	Level 4
	Creative Entrepreneurship	Level 4
	Crisis Management	Level 4
	Customer Acquisition and Relationship Management	Level 4
	Customer Data Analysis	Level 4
	Customer Loyalty and Retention Strategy Design	Level 4
	Customer Service Excellence	Level 4
	Data Analytics	Level 4
	E-Commerce Management	Level 4
	Effectiveness Management	Level 4
	Emergency Response Management	Level 4
	Emerging Technology Scanning	Level 4
	Food and Beverage Equipment Maintenance	Level 4
	Food and Beverage Inventory Management	Level 4
	Food and Beverage Production Management	Level 4
	Food and Beverage Quality Audit and Compliance	Level 4
	Food and Beverage Recipe Formulation	Level 5
	Food Product Marketing	Level 4
	Food Safety and Hygiene	Level 4
	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 4
	Innovation Management	Level 4
	Learning and Development	Level 4
	Legislative and Regulatory Compliance	Level 5
	Organisational Strategising	Level 4
	People Management	Level 4
	Personal Performance Management	Level 5
	Productivity Optimisation for Food and Beverages Operations	Level 5
	Project Management	Level 4
Quality Assurance Management	Level 4	
Risk Compliance and Governance	Level 5	
Sales Management	Level 5	
Service Innovation Management	Level 4	
Sustainable Food Production Design	Level 4	
System and Work Process Improvement	Level 4	
Systems Thinking Application	Level 4	

	Technology Application and Implementation	Level 4	
	Technology Strategy Design	Level 4	
	Vendor Management	Level 4	
	Workforce Diversity and Inclusion	Level 5	
	Workplace Safety and Health for Food and Beverage Operations	Level 4	
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.