

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - HEAD BAKER				
<b>Sector</b>	Food Services			
<b>Track</b>	Pastry and Baking			
<b>Occupation</b>	Supervisor			
<b>Job Role</b>	Head Baker			
<b>Job Role Description</b>	<p>The Head Baker leads the preparation of a variety of baked goods. He/She inspects the ingredients used for daily products and the finishing touches of baked goods. 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 menus.</p> <p>Meticulous and resourceful, he possesses mental resilience to operate in high pressure environments, and is capable in communicating and working effectively with co-workers and suppliers.</p> <p>He should be comfortable with standing for long hours to monitor the baking process. He is expected to manage competing priorities and multiple deadlines in a fast-paced environment.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	Monitor pastry and baked goods preparation	Direct preparation of a variety of baked goods Inspect ingredients assembled for daily production of baked goods to ensure consistency Monitor maintenance of baking equipment and areas prior to and post production of baked goods Inspect finishing touches of baked goods 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	Lead the bakery's operations Assist to plan staff schedules based on operational needs Monitor inventory level to ensure sufficient inventory for production of baked goods 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 for 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		
		<b>Technical Skills and Competencies</b>	<b>Generic Skills and Competencies (Top 5)</b>	
	Bread Preparation	Level 3	Leadership	Intermediate
	Cost and Control Management	Level 3	Problem Solving	Intermediate
	Crisis Management	Level 3	Communication	Intermediate
	Customer Acquisition and Relationship Management	Level 2	Decision Making	Intermediate
	Customer Data Analysis	Level 2	Interpersonal Skills	Intermediate
	Customer Service Excellence	Level 2		
	Data Analytics	Level 2		
	E-Commerce Management	Level 2		

Skills and Competencies	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	
<b>Programme Listing</b>	For a list of Training Programmes available for the Food Services sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/food-services">www.skillsfuture.sg/skills-framework/food-services</a>	

The information contained in this document serves as a guide.