

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - PASTRY CHEF				
Sector	Food Services			
Track	Pastry and Baking			
Occupation	Manager			
Job Role	Pastry Chef			
Job Role Description	<p>The Pastry Chef inspects the prepared pastries to ensure that quality standards are met prior to products being served. He/She creates new recipes to renew menus, and decorates pastries using different icings and toppings. He is expected to supervise day-to-day operations of the pastry and baking kitchen, and plan continuous improvement activities within the team. He also recommends improvements to address customer service performance gaps.</p> <p>Well-groomed and resourceful, he possesses excellent problem-solving skills, and maintains composure in stressful situations. He should demonstrate great attention to detail, creativity and leadership skills.</p> <p>He may work in specialist pastry shops or patisseries, restaurants and hotels. He should have in-depth knowledge of sanitation principles, baking techniques and nutrition principles, and is comfortable working with multi-cultural teams.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage food and beverage operations	Supervise day-to-day operations of pastry and baking kitchen		
		Plan staff roster to ensure adequate manpower		
		Implement organisational stock control procedures and systems		
		Interview new staff		
		Translate team members' skill requirements into learning and development plans		
		Monitor profitability and costs for pastry and baking operations		
		Coordinate crisis response and recovery activities in accordance with business continuity policies		
	Guide continuous improvement activities	Create new recipes to renew menus based on assessments of proposed recommendations		
		Review existing work processes and procedures in accordance with process improvement reviews		
		Propose to management on the initiatives for continuous improvement within the team		
		Plan continuous improvement activities within the team		
	Monitor hygiene, safety and standards	Analyse workplace performance and processes to identify opportunities for innovation, improved work practices and utilisation of emerging technology		
		Assist to monitor team's compliance with the organisation's personal, food and beverage hygiene standards		
		Assist to monitor staff's adherence to the organisation's food waste management Standard Operating Procedures (SOPs)		
	Monitor pastry and baked goods preparation	Assist to monitor team's compliance with the organisation's Workplace Safety and Health (WSH) policies and procedures		
		Inspect prepared pastries to ensure that quality standards are met		
		Assess the maintenance of baking equipment and areas used for baking		
	Manage customer experience	Decorate pastries and desserts using different icings and toppings for presentation of finished products		
		Perform audits on the adherence to customer service standards		
	Analyse service challenges to ascertain customer service delivery gaps			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Brand Portfolio Management	Level 3	Leadership	Intermediate
	Bread Preparation	Level 3	Communication	Intermediate
	Budgeting	Level 3	Problem Solving	Intermediate
	Business Change Assessment	Level 4	Decision Making	Intermediate
	Business Continuity Planning	Level 3	Interpersonal Skills	Intermediate
	Business Negotiation	Level 3		
	Business Opportunities Development	Level 2		
	Conflict Resolution	Level 4		

Skills and Competencies	Cost and Control Management	Level 4
	Crisis Management	Level 3
	Customer Acquisition and Relationship Management	Level 3
	Customer Data Analysis	Level 3
	Customer Loyalty and Retention Strategy Design	Level 4
	Customer Service Excellence	Level 3
	Data Analytics	Level 3
	E-Commerce Management	Level 3
	Effectiveness Management	Level 3
	Emergency Response Management	Level 3
	Emerging Technology Scanning	Level 3
	Food and Beverage Equipment Maintenance	Level 3
	Food and Beverage Inventory Management	Level 3
	Food and Beverage Production Management	Level 3
	Food and Beverage Quality Audit and Compliance	Level 4
	Food and Beverage Recipe Formulation	Level 4
	Food Product Marketing	Level 3
	Food Safety and Hygiene	Level 3
	Food Science Application	Level 4
	Food Waste Disposal and Reduction	Level 4
	Halal Certification Compliance for Food and Beverages Operations	Level 3
	Information and Communication Technology Disaster Recovery Management	Level 3
	Innovation Management	Level 3
	Learning and Development	Level 3
	Legislative and Regulatory Compliance	Level 4
	Loss and Risk Prevention Management	Level 4
	Organisational Strategising	Level 3
	Pastry Preparation	Level 4
	People Management	Level 3
	Personal Performance Management	Level 4
	Productivity Optimisation for Food and Beverages Operations	Level 4
	Project Management	Level 3
	Quality Assurance Management	Level 3
	Risk Compliance and Governance	Level 4
Sales Management	Level 4	
Service Innovation Management	Level 3	
Sustainable Food Production Design	Level 3	
System and Work Process Improvement	Level 3	
Systems Thinking Application	Level 3	
Technology Application and Implementation	Level 4	

	Technology Strategy Design	Level 4	
	Vendor Management	Level 3	
	Workforce Diversity and Inclusion	Level 4	
	Workplace Safety and Health for Food and Beverage Operations	Level 3	
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.