

**SKILLS FRAMEWORK FOR FOOD SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE**

TSC Category	Business Management					
TSC	Business Change Assessment					
TSC Description	Assess the impact of changes in the business organisation, environment, and industry					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				FSS-BIN-4143-1.1	FSS-BIN-5143-1.1	FSS-BIN-6143-1.1
				Identify latest industrial developments and regulatory framework applicable to organisation	Analyse the implications of significant changes to the organisation, business operations and key processes	Evaluate potential impact of changes on business, lead through changes and prepare for disruptions
Knowledge				<ul style="list-style-type: none"> Industry specific knowledge relevant to the organisation Markets, competitors and business models in the industry Common supply chain in the industry and the suppliers Regulatory and legal environment in which the organisation operates Types of businesses and its characteristics by food offering, dining categories, theme, menu style, service, and market demographics 	<ul style="list-style-type: none"> Local and regional economic developments Technology trends and disruptors affecting businesses Considerations of designing and allocating space for the Food Service operations Methods to conduct feasibility study Methods to conduct market and demographic study Consumer practices and behavioural response to marketing strategies and advertising 	<ul style="list-style-type: none"> Global economic developments Branding and theming strategy for organisation Marketing strategies of major international companies Market and customer demographics and their preferences Step by step conceptualisation of Food Service business
Abilities				<ul style="list-style-type: none"> Assess the relevance of global developments to organisation Source for legal suppliers Assess the relevance of regulatory and legal requirements Complete the licensing and permit requirements to operate Food Service business based on latest regulatory framework Develop a concept of Food Service business based on the management's direction and latest industrial developments Develop plans to reach 	<ul style="list-style-type: none"> Analyse the implications of global developments to organisation Analyse the implications of regulatory and legal framework within which the organisation operates Conduct market and demographic study of Food Service industry Conduct market and financial feasibility study Analyse current customers profiles and their behaviours Initiate Food Service set up 	<ul style="list-style-type: none"> Evaluate the long-term sustainability of business models impacted by technology and other disruptors Assess impact of changes and revise Food Service set-up strategy Source new business opportunities and develop marketing strategies

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