

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

<b>TSC Category</b>	Business Management					
<b>TSC</b>	Food and Beverage Inventory Management					
<b>TSC Description</b>	Manage receipt, dispatch and storage of products and supplies to monitor the purchase of stocks for production effectively					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>FSS-SCL-1006-1.1</b>	<b>FSS-SCL-2006-1.1</b>	<b>FSS-SCL-3006-1.1</b>	<b>FSS-SCL-4006-1.1</b>	<b>FSS-SCL-5006-1.1</b>	<b>&lt;Insert TSC Code&gt;</b>
	Receive, check, prepare, pack and deliver stocks with proper documentation	Maintain accurate records of the storage and movement of stocks to identify stock discrepancies	Monitor receipt and movement of stocks according to stock plans	Implement and monitor stocktaking procedures, interpret inventory information, investigate and document missing or damaged stocks in accordance to organisational stock control procedure	Drive organisational policies and procedures for receipt, dispatch and secure storage of stocks, and promote solutions to prevent losses and achieve effective inventory system	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Different types of inventory</li> <li>• Organisational procedures available for receiving, checking, handling, ordering and returning of products</li> <li>• Organisational procedures available for handling stock discrepancies and stock transfers</li> <li>• Legal requirements relating to receiving and storing of products</li> <li>• Organisational quality standards for products</li> <li>• Types of documents when receiving and storing products</li> <li>• Organisational procedures for labelling, tagging and signage for products</li> <li>• Organisational standards for display of products</li> <li>• Types and purposes of storage tools and refrigeration equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational procedures for stocktaking, handling stock discrepancies, shrinkage prevention, returns, exchange and dispatch of products</li> <li>• Organisational quality standards for products and supplies, fish, seafood, meat, poultry, fresh produce and dairy products</li> <li>• Types of documents when returning, exchanging and dispatching products</li> <li>• Physical inventory counts and First-in, first-out (FIFO) stock rotation system</li> <li>• Growth conditions of bacteria and pathogen</li> <li>• Impact and indicators of pest infestations</li> <li>• Impact of temperature extremes, moisture and light on dry goods</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational stock control procedures for receipt, verification and dispatch of inventory received from suppliers</li> <li>• Organisational stock control processes for recording, storage and handling of inventory, waste removal and environmental protection and safety and security control</li> <li>• Storage and equipment maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational stock control procedures for receipt, verification and dispatch of inventory received from suppliers</li> <li>• Cost-effective and efficient methods of stock movement in the organisation</li> <li>• Security measures for stock control procedures</li> <li>• Concept, definition, and importance of minimum stock levels</li> </ul>	<ul style="list-style-type: none"> <li>• Practices of inventory management for Food Service businesses</li> <li>• Purpose and importance of establishing standard purchasing and receiving procedures and guidelines</li> <li>• Organisational stock control procedures for receipt, verification and dispatch of inventory received from suppliers</li> <li>• Principles and benefits of inventory control systems</li> </ul>	

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<p><b>Abilities</b></p>	<ul style="list-style-type: none"> <li>• Receive incoming products in accordance with organisational procedures</li> <li>• Report discrepancies in accordance with organisational procedures</li> <li>• Record details of incoming stocks, stock discrepancies and relevant documents and certificates according to organisational procedures</li> <li>• Store products in accordance with organisational procedures and storage temperature requirements</li> <li>• Perform routine stock rotation of products</li> <li>• Conduct stocktaking and/or cyclical counts in accordance with organisations policies and procedures</li> <li>• Handle undelivered orders, stocks return, exchanges and transfers with respective store outlets, departments, central warehouses, suppliers and manufacturers</li> <li>• Maintain minimum stock levels which may include executing stock counts and replenishing stock to appropriate level</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare stock plans</li> <li>• Monitor receipt and dispatch of goods</li> <li>• Conduct audits to check quantity, documentation and quality of goods received in accordance with organisational procedures</li> <li>• Resolve stock discrepancies promptly in accordance with organisational procedures</li> <li>• Monitor fast- or slow-moving stocks</li> <li>• Monitor stock levels and records</li> <li>• Coordinate stock takes and cyclical counts</li> </ul>	<ul style="list-style-type: none"> <li>• Align stock plans in accordance with organisational stock control procedures and systems</li> <li>• Monitor movement of stocks according to stock plans</li> <li>• Keep accurate documentation on stock inventories</li> <li>• Analyse sales figures and stock counts to adjust stock reorder levels accurately</li> <li>• Recommend ways to improve stock turnover rate and reduce stock-on-hand</li> <li>• Implement contingency plans with regards to stock delivery times</li> <li>• Process stock re-orders based on the assessment of stock level records</li> <li>• Determine stock minimum level and purchase point</li> </ul>	<ul style="list-style-type: none"> <li>• Manage the implementation of organisational stock control procedures and systems</li> <li>• Determine cost-effective and efficient methods for stock movement according to store policies</li> <li>• Maintain budgeted and target Stock Keeping Units (SKU) levels</li> <li>• Monitor staff training on stocktaking procedures</li> <li>• Monitor the completion of stock records in accordance with organisational stock take control procedures</li> <li>• Monitor the recording of stock discrepancies in accordance with organisational policies and procedures</li> <li>• Identify obsolete, redundant, soiled and damaged stocks in accordance with organisational policies and procedures</li> <li>• Create system for supplier management</li> <li>• Approve stock orders to ensure sufficient inventory for operations</li> </ul>	<ul style="list-style-type: none"> <li>• Develop organisational policies and procedures for receipt, dispatch and secure storage of stocks</li> <li>• Recommend solutions and implement procedures to prevent future avoidable losses</li> <li>• Create purchasing procedures and guidelines</li> <li>• Design an effective inventory system to rotate, replenish and present stocks against organisational requirements for stock levels</li> </ul>	
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