

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

TSC Category	Food and Beverage Operations					
TSC	Food and Beverage Service					
TSC Description	Prepare for service of food and beverages to customers in accordance with the service delivery standards of the organisation					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	FSS-FBS-1024-1.1	FSS-FBS-2024-1.1	FSS-FBS-3024-1.1			
	Prepare mise en place required for service according to organisation's quality delivery standards	Manage orders from customers and serve meals according to service standard operating procedures of the organisation	Oversee food and beverage services to ensure that quality of delivery standards is adhered to within the organisation			
Knowledge	<ul style="list-style-type: none"> Types and uses of tools and equipment in food and beverage outlets Processes of raising discrepancies to supervisor during the preparation of service, customer concerns and inventory and supplies Components of service environment to set up in time for service operations Methods of checking and preparing service items before service Types of table-top items and tableware and how to set them up Importance of maintaining cleanliness and good overall appearance of outlets Components and functions of Point of Sale (POS) systems Processes for closing and completing shift handover of POS systems Importance of replenishing food and service items in a timely manner 	<ul style="list-style-type: none"> Methods of receiving guests arriving at outlets and processes of allocating seats to guests based on the seating plan arrangement procedures Procedures for taking orders and sales techniques to introduce customers to food and service selections Procedures for verifying accuracy of orders captured in order management systems Importance of updating changes on order management systems promptly Approaches to communicate required changes and cancellation of orders to outlets with appropriate justifications Methods of assembling and packaging food items Principles of safe and secure food product packaging Essentials of managing cash float accurately 	<ul style="list-style-type: none"> Menu knowledge including preparation methods and ingredients used Standard preparation time for food and beverage items Strategies and conditions to apply different service styles Importance of final quality checks before packing food products Quality processes to ensure accurate packing and labelling of product names, counts and specifications Processes of managing ad hoc and special orders Importance of taking prompt actions in response to guests' requests or complaints Standard Operating Procedures (SOPs) of service preparation from the opening to closing of outlets 			

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	<ul style="list-style-type: none"> Importance of attending staff briefings to obtain updated operational information 					
Abilities	<ul style="list-style-type: none"> Clean workstations, tools and equipment Report discrepancies or damaged items to supervisor Replenish to replace service items Prepare garnishes for beverage service Set up service stations and tables Close to complete shift handover of POS systems Participate in staff briefings to receive daily operations-related business information before service 	<ul style="list-style-type: none"> Display positive attitude and good posture when interacting guests from greeting to guiding guests to their seats Recommend menu items to guests in accordance with guest's preferences and dietary requirements Track changes to food orders on order management systems Examine order details to ensure accuracy and all required details for order fulfilment are captured Raise any concerns with regard to order fulfilment and requests to appropriate supervisors and management Assemble to pack food and service items according to guest's order, recipe guidelines and SOPs Rectify any incorrect orders in order management systems Inform supervisors of scenarios where food products and packaging do not meet production standards Process payment transactions Ensure outlet cleanliness and appearance are maintained 	<ul style="list-style-type: none"> Review order intakes to determine if new orders can be fulfilled Communicate ad hoc and special requests directly to relevant parties once approved Check the final quality of food products before packing Check for quality of own outputs by ensuring that suitable packaging materials are used, food products are labelled accurately and packaging is customised for special orders Take corrective actions in the event of customer dissatisfaction Conduct staff briefings on the daily operations-related business information before service 			