

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

<b>TSC Category</b>	Food and Beverage Operations					
<b>TSC</b>	Food and Beverage Production Management					
<b>TSC Description</b>	Manage operations and production levels in kitchen					
<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-FBS-1008-1.1</b>	<b>FSS-FBS-2008-1.1</b>	<b>FSS-FBS-3008-1.1</b>	<b>FSS-FBS-4008-1.1</b>	<b>FSS-FBS-5008-1.1</b>	
	Follow kitchen production schedules and procedures to prepare food according to required quantities, quality and timeliness	Plan kitchen production schedules and inspect staff's adherence to food production processes to meet required operational conditions and production outputs	Manage kitchen schedules and production processes to maintain output targets and account for deviations from production targets	Manage high-volume kitchen production activities and identify opportunities for productivity measurement and improvement in production processes	Drive all aspects of food production and productivity levels to ensure outputs are produced within the kitchen production schedule	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Mise en plus preparation of equipment, tools and ingredient for kitchen production</li> <li>Processes of setting up and reinstating work stations for start and end of shifts</li> <li>Processes of checking automated kitchen equipment for proper working conditions and readiness for use</li> <li>Elements of kitchen production schedules, production targets and own capacity and output levels</li> <li>Various food production methods and process of cook and chill methods and food regeneration without compromising food quality, taste and hygiene</li> <li>Importance of maintaining a safe work</li> </ul>	<ul style="list-style-type: none"> <li>Organisational standards, processes and food safety and hygiene requirements for work station set-up and reinstatement</li> <li>Impact of appropriate work station set-ups on operation efficiency and quality</li> <li>Operational specifications and parameters for automated kitchen equipment, tools and ingredient requirements for allocated activities for the day or shift</li> <li>Processes for checking work stations, area cleanliness and verifying checks performed by staff on automated kitchen equipment</li> <li>Importance of end-of-shift checks on continued operations in next day and shift</li> </ul>	<ul style="list-style-type: none"> <li>Organisational standards, processes and food safety and hygiene requirements for work station set-up and reinstatement</li> <li>Impact of work station set-ups on operation efficiency and quality</li> <li>Operational specifications and parameters for automated kitchen equipment, tools and ingredient requirements for allocated activities for the day or shift</li> <li>Processes for checking work stations, area cleanliness and verifying checks performed by staff on automated kitchen equipment</li> <li>Importance of end-of-shift checks on continued operations in next day and/ shift</li> </ul>	<ul style="list-style-type: none"> <li>Purpose of recipe standards and guidelines in ensuring quality and minimising food wastage</li> <li>Steps in monitoring adherence to food production requirements and standards, and assessing overall food quality</li> <li>Methods of calculating kitchen production level forecasts and resulting stock levels</li> <li>Required changes in manpower and ingredients to cater to changes in required production levels</li> <li>Methods of tracking and calculating, and strategies to maximise resource utilisation</li> <li>Kitchen set-ups for effective implementation of new food production processes</li> </ul>	<ul style="list-style-type: none"> <li>Quality standards and standard operation procedures (SOPs) for food production management</li> <li>Roles and jobs in the food services set-up</li> <li>Factors affecting kitchen efficiency and output levels, and methods to boost productivity in operations</li> <li>Methods to run projection analyses</li> </ul>	

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

	<p>environment and complying to safety guidelines</p> <ul style="list-style-type: none"> <li>• Types of unsafe equipment, hazardous situations and preventive measures of common workplace accidents and injuries</li> <li>• Regulatory and organisational hygiene standards</li> <li>• Importance of cleaning tools and equipment when preparing food for special dietary requirements</li> <li>• Impact of proper cleaning on machinery lifecycles and maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Elements of e-production systems and kitchen production schedules</li> <li>• Concepts of current, overall kitchen production capacity levels</li> </ul>	<ul style="list-style-type: none"> <li>• Impact of kitchen production schedules on efficiency and productivity of staff</li> <li>• Preparation time, staffing levels and other resource requirements for food production operations</li> <li>• Impact of ad hoc and special orders on kitchen production schedules</li> <li>• Processes for verifying production forecasts to prevent over-production and under-production</li> <li>• Processes for following up on scheduling issues and contingencies for overcoming unforeseen circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Current, new and improved production processes and their impact on related work activities</li> <li>• Purchasing cycles and flows of raw materials in the organisation</li> <li>• Common faults in food purchasing activities</li> </ul>		
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Prepare mise en plus including setting up work stations, equipment, tools and ingredients for kitchen operations</li> <li>• Cook and chill dishes for institutional settings or in large quantities</li> <li>• Reheat cooked, chilled and plated food using various regeneration methods and processes</li> <li>• Interpret kitchen production schedules to translate production targets into own output for the shift</li> <li>• Monitor own output levels to ensure timely delivery of food orders and compliance to required quality standards</li> </ul>	<ul style="list-style-type: none"> <li>• Assign work activities by translating kitchen production schedules to individual staff targets</li> <li>• Cook food products by following food production guidelines and SOPs</li> <li>• Reassign work activities to address under-utilisation and sudden manpower shortages</li> <li>• Review schedules to fulfil ad hoc orders</li> <li>• Develop cleanliness checklists in accordance with defined quality guidelines</li> <li>• Verify proper set up of work stations and serviceability of kitchen production equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Validate kitchen production schedules for accuracy and feasibility of achieving production targets</li> <li>• Amend kitchen production schedules, in collaboration with planning staff, to address unforeseen circumstances impacting food production</li> <li>• Monitor adherence to kitchen production schedules</li> <li>• Solicit staff feedback on feasibility of kitchen production schedules</li> <li>• Develop cleanliness checklists in accordance with defined quality guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Enforce adherence to requirements and standards throughout kitchen operations</li> <li>• Identify production processes prone to quality issues in order to train staff on relevant mitigating measures</li> <li>• Oversee fair assignment of work among staff to meet kitchen production schedules</li> <li>• Coordinate orders with retail outlets to assess proposed changes in kitchen production schedules and buffer stock levels for feasibility</li> <li>• Assess impact of current, new and improved processes on actual kitchen production</li> </ul>	<ul style="list-style-type: none"> <li>• Assess proposed changes in kitchen schedules buffer stock levels for feasibility</li> <li>• Monitor overall kitchen production output levels to take appropriate steps and enhance overall production output performance and reliability</li> <li>• Monitor improved productivity in operations</li> <li>• Plan and implement maintenance schedules</li> <li>• Analyse business outcomes to run projection analyses</li> </ul>	

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

	<ul style="list-style-type: none"> <li>• Inform delays and unforeseen circumstances in own kitchen production, to accommodate amendments to production schedules</li> <li>• Comply with safety instructions, safety signs and hazard symbols to report any unsafe situations</li> <li>• Follow procedures in cases of emergencies involving hazardous materials</li> <li>• Clean work stations for the next production shift in accordance to standard operating procedures (SOPs)</li> <li>• Highlight potential machinery faults to appropriate supervisors</li> </ul>	<ul style="list-style-type: none"> <li>• Verify sufficiency of manpower, equipment, tools and ingredients prepared to meet kitchen production schedules</li> <li>• Conduct basic functionality checks for serviceability of automated food production equipment Determine appropriate actions to be taken for reported cases of kitchen equipment fault at end-of-shift</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor cleanliness of work areas to ensure that reinstated work stations are within required hygiene standards</li> <li>• Evaluate cleanliness of machinery and equipment using checklists</li> </ul>	<p>capacity and expected change in quality standards</p> <ul style="list-style-type: none"> <li>• Highlight quality and performance issues due to new and improved processes to appropriate management</li> </ul>		
--	--	--	---	---	--	--