

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - BAKER				
<b>Sector</b>	Food Services			
<b>Track</b>	Pastry and Baking			
<b>Occupation</b>	Executive			
<b>Job Role</b>	<b>Baker</b>			
<b>Job Role Description</b>	<p>The Baker is responsible for making a wide range of baked goods. He/She prepares ingredients needed for daily production of baked goods, operates baking equipment and tools during food preparation, and guides finishing touches on products. He also supports staff's compliance with hygiene, safety and other standards, and performs food and beverage operational tasks. He is expected to execute continuous improvement activities within the workstation, and follow customer service standards to escalate feedback on service challenges through proper escalation channels.</p> <p>Meticulous and service-oriented, he works independently with minimal supervision, and performs as a team player in both a kitchen and commercial setting.</p> <p>He should be comfortable working in hot and noisy environments and meeting strict production schedules.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	Prepare pastry and baked goods	Prepare a variety of baked goods		
		Prepare ingredients needed for daily production of baked goods		
		Operate baking equipment and tools during food preparation		
		Perform maintenance of baking equipment and areas prior to and post production of baked goods		
		Guide finishing touches of baked goods for decoration and presentation of finished products		
	Maintain hygiene, safety and standards	Support staff's compliance with the organisation's personal, food and beverage hygiene standards		
		Support staff's adherence to the organisation's food waste management Standard Operating Procedures (SOPs)		
		Support staff's compliance with the organisation's Workplace Safety and Health (WSH) policies and procedures		
	Support food and beverage operations	Open the bakery for business		
		Execute daily operational tasks according to staff roster		
		Maintain records of inventory and supplies of baked goods		
		Provide on-the-job training and performance evaluation to subordinates		
		Follow crisis response and recovery activities in accordance with business continuity policies		
	Contribute to continuous improvement	Provide recommendations for the development of new recipes to renew menus based on suggestions given		
		Provide current work processes and procedures to supervisors during process improvement reviews		
		Suggest areas for continuous improvement within workstation		
Execute continuous improvement activities within workstation				
Operate emerging technology and tools to improve work productivity				
Deliver customer experience	Follow customer service standards			
	Escalate feedback on service challenges through proper escalation channels			
	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Bread Preparation	Level 2	Communication	Basic
	Cost and Control Management	Level 2	Interpersonal Skills	Intermediate
	Customer Data Analysis	Level 1	Problem Solving	Basic
	Customer Service Excellence	Level 1	Teamwork	Basic
	Emergency Response Management	Level 2	Leadership	Basic
	Food and Beverage Equipment Maintenance	Level 2		
	Food and Beverage Inventory Management	Level 1		
Food and Beverage Production Management	Level 1			

Skills and Competencies	Food and Beverage Quality Audit and Compliance	Level 2	
	Food and Beverage Recipe Formulation	Level 3	
	Food Safety and Hygiene	Level 1	
	Food Science Application	Level 3	
	Food Waste Disposal and Reduction	Level 2	
	Halal Certification Compliance for Food and Beverages Operations	Level 2	
	Legislative and Regulatory Compliance	Level 1	
	Pastry Preparation	Level 2	
	Productivity Optimisation for Food and Beverages Operations	Level 2	
	Quality Assurance Management	Level 2	
	System and Work Process Improvement	Level 1	
	Technology Application and Implementation	Level 2	
	Workplace Safety and Health for Food and Beverage Operations	Level 2	
<b>Programme Listing</b>	For a list of Training Programmes available for the Food Services sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/food-services">www.skillsfuture.sg/skills-framework/food-services</a>		

The information contained in this document serves as a guide.