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.

Meticulous and service-oriented, he works independently with minimal supervision, and performs as a team player in both a kitchen and commercial setting. He should be comfortable working in hot and noisy environments and meeting strict production schedules.

Critical Work Functions
- Prepare pastry and baked goods
- Maintain hygiene, safety and standards
- Support food and beverage operations
- Contribute to continuous improvement
- Deliver customer experience

Key Tasks
- 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
- 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
- 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
- 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
- Follow customer service standards
- Escalate feedback on service challenges through proper escalation channels

Technical Skills and Competencies
- Bread Preparation: Level 2
- Cost and Control Management: Level 2
- Customer Data Analysis: Level 1
- Customer Service Excellence: Level 1
- Emergency Response Management: Level 2
- Food and Beverage Equipment Maintenance: Level 2
- Food and Beverage Inventory Management: Level 1
- Food and Beverage Production Management: Level 1

Generic Skills and Competencies (Top 5)
- Communication: Basic
- Interpersonal Skills: Intermediate
- Problem Solving: Basic
- Teamwork: Basic
- Leadership: Basic
<table>
<thead>
<tr>
<th>Skills and Competencies</th>
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<td>Food and Beverage Recipe Formulation</td>
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<td>Food Safety and Hygiene</td>
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<td>Food Science Application</td>
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<td>Food Waste Disposal and Reduction</td>
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<td>Halal Certification Compliance for Food and Beverages Operations</td>
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<td>Legislative and Regulatory Compliance</td>
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<td>Pastry Preparation</td>
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<td>Workplace Safety and Health for Food and Beverage Operations</td>
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Programme Listing

For a list of Training Programmes available for the Food Services sector, please visit [www.skillsfuture.sg/skills-framework/food-services](http://www.skillsfuture.sg/skills-framework/food-services)

The information contained in this document serves as a guide.