

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - BARISTA				
Sector	Food Services			
Track	Beverage Service			
Occupation	Executive			
Job Role	Barista			
Job Role Description	<p>The Barista is responsible for preparing beverages according to organisation's recipes and procedures. He/She prepares and promotes menu-based standard beverages. He adheres to high standards for customer experience by continuously building rapport with customers. He carries out daily operational tasks according to the staff roster and suggests areas for continuous improvement. He also takes initiatives to maintain, food hygiene, health and safety standards.</p> <p>Friendly and meticulous, he needs to work under pressure to serve customers efficiently. He also possesses good communication skills and teamwork spirit to ensure service standards are met.</p> <p>He is able to work in a flexible schedule, including weekends, evenings, and public holidays. He should have the stamina to stay on his feet for long periods.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Prepare beverages	Prepare a variety of coffee-based beverages and teas		
		Maintain drinkware and beverage equipment needed for beverage preparation		
		Operate Point of Sales (POS) Systems when managing beverage order		
	Deliver customer experience	Address customers' queries on different types of beverages		
		Recommend coffee-based beverages and teas to customers		
		Build good rapport with customers to improve customers' experience		
		Follow customer service standards		
		Address customers' feedback		
		Execute initiatives under customer loyalty strategies		
	Maintain hygiene, safety and standards	Follow the organisation's personal, food and beverage hygiene standards		
		Follow the organisation's food waste management Standard Operating Procedures (SOPs)		
		Follow the organisation's Workplace Safety and Health (WSH) policies and procedures		
	Support food and beverage operations	Execute daily operational tasks according to staff roster		
		Execute opening, operating and closing of shifts		
		Replenish inventory when supplies run low		
		Carry out crisis response and recovery activities in accordance with business continuity policies		
		Identify areas for personal development to improve work performance		
	Contribute to continuous improvement	Share current work processes and procedures with supervisors during process improvement review		
		Suggest areas for continuous improvement within work area		
Execute continuous improvement activities within work area				
Operate emerging technology and tools to improve work productivity				
Contribute ideas in new recipes				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Cost and Control Management	Level 2	Service Orientation	Basic
	Customer Data Analysis	Level 1	Communication	Basic
	Customer Service Excellence	Level 1	Interpersonal Skills	Basic
	Emergency Response Management	Level 2	Teamwork	Basic
	Food and Beverage Equipment Maintenance	Level 2	Resource Management	Basic
	Food and Beverage Inventory Management	Level 1		

Food and Beverage Recipe Formulation	Level 3
Food and Beverage Service	Level 1
Food and Beverage Visual Merchandising Presentation	Level 2
Food Safety and Hygiene	Level 1
Food Waste Disposal and Reduction	Level 2
Halal Certification Compliance for Food and Beverages Operations	Level 2
Legislative and Regulatory Compliance	Level 1
Non-alcoholic Beverage 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

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

The information contained in this document serves as a guide.