

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP – BARTENDER				
Sector	Food Services			
Track	Beverage Service			
Occupation	Executive			
Job Role	Bartender			
Job Role Description	<p>The Bartender 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>Attentive and friendly, he needs to maintain self-composure when serving customers under pressure. He is well-organised and is able to think on his feet and act quickly.</p> <p>He is able to work in a flexible schedule, including weekends, evenings, and public holidays. He is expected to work in a noisy environment with hazards.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Prepare beverages	Prepare a variety of alcoholic and non-alcoholic beverages		
		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 alcoholic and non-alcoholic beverages and food pairings 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 legislative requirements pertaining to handling and consumption of alcoholic beverages		
		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		
		Identify areas for personal development to improve work performance		
		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		
	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				
Assist in the creation of new beverage recipes				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Alcoholic Beverage Preparation	Level 2	Service Orientation	Basic
	Cost and Control Management	Level 2	Communication	Basic
	Customer Data Analysis	Level 1	Interpersonal Skills	Basic
	Customer Service Excellence	Level 1	Teamwork	Basic
	Emergency Response Management	Level 2	Resource Management	Basic

	Food and Beverage Equipment Maintenance	Level 2	
	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	
	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	
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.

