

**SKILLS FRAMEWORK FOR FOOD SERVICES
SKILLS MAP - HOST / HOSTESS / CREW LEADER**

Sector	Food Services			
Track	Food and Beverage Service			
Occupation	Executive			
Job Role	Host / Hostess / Crew Leader			
Job Role Description	<p>The Host / Hostess / Crew Leader is responsible for supervising staff working the floor, assigning work stations, resolving escalated customer-related issues, and managing reservations. He also needs to manage multiple tasks and perform food and beverage operations. He may suggest areas for continuous improvement. He is also capable of providing excellent customer services, with a focus on crisis response and service recovery activities in accordance with business continuity policies.</p> <p>Meticulous and service-oriented, he/she should take the initiatives to maintain service, food hygiene, safety and other standards across his team, with the ability to lead and motivate the team to provide excellent customer service.</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		
	Perform food and beverage services	Monitor the set-up of cutlery, crockery and glassware on table		
		Guide staff in operating Point of Sales (POS) Systems when managing beverage order		
		Serve food and beverages to ensure all dishes match the order ticket to the corresponding tables		
		Inspect the replacement of soiled tableware and service items to prepare the table for the next customers		
	Deliver customer experience	Monitor the guest waiting list from time to time to manage customers' waiting time		
		Allocate seats to customers by processing collated reservations		
		Address customers' queries on food and beverages		
		Recommend food and beverages 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	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 staff's adherence to legislative requirements pertaining to handling and consumption of alcoholic beverage		
	Support food and beverage operations	Perform opening, operating and closing of shifts		
		Execute daily operational tasks according to staff roster		
		Maintain records of inventory replenishing at service stations		
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			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Cost and Control Management	Level 2	Service Orientation	Intermediate
	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	Sense-Making	Basic
	Food and Beverage Inventory Management	Level 1		
	Food and Beverage Service	Level 2		
	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		
	Productivity Optimisation for Food and Beverages Operations	Level 2		
	Quality Assurance Management	Level 2		
	Stakeholder Management	Level 3		
	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