

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP - PASTRY COOK				
Sector	Food Services			
Track	Pastry and Baking			
Occupation	Executive			
Job Role	Pastry Cook			
Job Role Description	<p>The Pastry Cook is responsible for preparing a variety of pastry-based confectioneries. He/She measures ingredients, makes various baked goods, and guides the finishing touches. 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 his workstation, and follow customer service standards to escalate feedback on service challenges through proper escalation channels.</p> <p>Meticulous and service-oriented, he presents a positive and professional image. He also possesses effective communication skills to work within the production team.</p> <p>He should be comfortable in working in a fast-paced environment while performing repetitive work activities.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Prepare pastry and baked goods	Prepare a variety of pastry-based confectioneries		
		Prepare ingredients needed for daily production of pastries		
		Operate baking equipment and tools during food preparation		
		Perform maintenance of baking equipment and areas prior to and post production of pastries		
		Guide the finishing touches of pastries for decoration and presentation of finished products		
	Maintain hygiene, safety and standards	Ensure staff's compliance with the organisation's personal, food and beverage hygiene standards		
		Ensure staff's adherence to the organisation's food waste management Standard Operating Procedures (SOPs)		
		Ensure 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 pastries		
		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 in 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			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	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	
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.