

**SKILLS FRAMEWORK FOR FOOD SERVICES
SKILLS MAP - SERVER / SERVICE CREW / RUNNER**

Sector	Food Services			
Track	Food and Beverage Service			
Occupation	Assistant			
Job Role	Server / Service Crew / Runner			
Job Role Description	<p>The Server / Service Crew / Runner is responsible for delivering service and operations excellence. He/She sets the tables, takes orders, and delivers the correct food to the corresponding tables. He is able to operate Point of Sales (POS) systems when managing orders. He also follows hygiene, safety and other standards, and carries out food and beverage operational tasks. He may suggest areas for continuous improvement within own work area.</p> <p>He is attentive and meticulous and needs to work under pressure to serve customers quickly and efficiently. He also possesses good communication skills and teamwork spirit to ensure service standards are met. He is capable of working well with kitchen staff to ensure customers' requests 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	Perform food and beverage services	Set up cutlery, crockery and glassware on table	
			Operate 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	
			Replace soiled tableware and service items to prepare the table for the next customers	
	Deliver customer experience	Provide customers with estimated waiting time by monitoring the guest waiting list		
		Escort customers to their allocated, reserved or available seats		
		Address customers' queries on food and beverages		
		Suggest food and beverages to customers		
		Provide go-the-extra-mile service to create a positive customer experience		
		Follow customer service standards		
		Escalate 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		
		Follow legislative requirements pertaining to handling and consumption of alcoholic beverages		
	Support food and beverage operations	Assist in opening, operating and closing of shifts		
		Execute daily operational tasks according to staff roster		
		Replenish inventory at service stations		
		Follow crisis response and recovery activities in accordance with business continuity policies		
Suggest areas for personal development to improve work performance				
Contribute to continuous improvement	Escalate feedback on current work processes and procedure			
	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)	
	Customer Data Analysis	Level 1	Service Orientation	Basic
	Customer Service Excellence	Level 1	Communication	Basic
	Emergency Response Management	Level 2	Interpersonal Skills	Basic

	Food and Beverage Equipment Maintenance	Level 2	Teamwork	Basic
	Food and Beverage Inventory Management	Level 1	Resource Management	Basic
	Food and Beverage Service	Level 1		
	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 1		
	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