

SKILLS FRAMEWORK FOR FOOD SERVICES SKILLS MAP – WINE SERVER / WINE WAITER / COMMIS SOMMELIER				
Sector	Food Services			
Track	Beverage Service			
Occupation	Executive			
Job Role	Wine Server / Wine Waiter / Commis Sommelier			
Job Role Description	<p>The Wine Server / Wine Waiter / Commis Sommelier is responsible for serving wine and guiding customers on ordering wine beverages according to organisation's recipes and procedures. 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>Professional and service-oriented, he is able to perform quality work efficiently with minimal supervision. 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	Handle wine using various techniques of presenting, opening, decanting and serving		
		Maintain drinkware and beverage equipment needed for beverage preparation		
		Articulate to customers the different categories of wines		
		Operate Point of Sales (POS) Systems when managing beverage order		
	Deliver customer experience	Address customers' queries on different types of beverages		
		Recommend wine 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			
	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	
	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	
	Wine Service	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

