

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CATERING OFFICER				
Sector	Air Transport			
Sub-Sector	Airport			
Track	Catering Services			
Occupation	Catering Services Operator			
Job Role	Catering Officer			
Job Role Description	<p>The Catering Officer coordinates the administration of catering services such as conducting quality checks on in-flight meals and monitoring the loading and unloading of food carts. He/She facilitates work processes to address hygiene and quality gaps identified from audit findings. He executes safety and security measures and serves as a mentor to team members.</p> <p>The Catering Officer possesses a Class 3 Driving Licence and an Airfield Driving Permit (ADP) to operate vehicles and transport food carts. He is also knowledgeable about meal preparation and food safety practices and other regulations set by the organisation. He works in shifts to accommodate round-the-clock flight arrivals and departures. He is detail-oriented, possesses good time management and interpersonal skills and is able to work well with others.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)	
			In accordance with: Singapore Qualified Driving Licence (Class 3) and Airfield Driving Permit (ADP)	
	Administer production of catering services	Verify meal orders information with airlines		
		Carry out checks on the quantity and classification of food based on order information		
		Inspect meal trays to ensure set-up follows airline specifications		
		Examine food carts set for delivery		
		Inspect meal trays with special requirements		
		Process raw materials in line with menu cycles and projected passenger loads		
		Troubleshoot and resolve issues pertaining to Autonomous Guided Vehicles/Autonomous Vehicles (AGV/AVs)		
Assign tasks to assistants to perform catering services operations				
Administer delivery of catering services	Inspect the loading and off-loading of food carts from flight kitchens and catering vehicles			

		Monitor the loading of in-flight meals in accordance with cabin loading plans		
		Assign tasks to assistants for the delivery of catering services		
	Manage food production hygiene and quality standards	Document food hygiene and quality audit findings		
		Ensure compliance to food hygiene and quality standards		
	Uphold safety and/or security standards	Interpret and follow safety and security standards for teams in the workplace		
		Escalate reports of breaches in safety and security standards to relevant authorities		
	Influence organisational development	Provide on-the-job training to team members on day-to-day tasks		
		Act as mentor to team members		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Decision Making	Basic
	Aircraft Turnaround Coordination	Level 2	Communication	Intermediate
	Airside Driving	Level 2	Teamwork	Intermediate
	Cabin Loading Activities	Level 2	Resource Management	Basic
	Change Management	Level 2	Service Orientation	Intermediate
	Dangerous Goods Management	Level 2		
	Food and Beverage Quality Audit and Assessment	Level 2		
	Food and Beverage Safety, Hygiene and Security	Level 2		
	Food Waste Management	Level 2		
	Ground Handling Services and Operations Management	Level 2		
	Hazard and Risk Control and Policy Management	Level 3		
	Human Factors Management	Level 2		
	Human-Robot Collaboration	Level 2		
	Inclement Weather Operations and Planning	Level 2		

	Innovation Management	Level 2	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 2	
	Internet of Things Application	Level 2	
	Kitchen Production Scheduling	Level 2	
	Learning and Development	Level 2	
	Process Improvement and Optimisation	Level 2	
	Stakeholder Management	Level 2	
	Technology Application	Level 2	
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport		

The information contained in this document serves as a guide.