

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – SUPERVISOR (PRODUCTION/CATERING-CABIN)				
Sector	Air Transport			
Sub-Sector	Airport			
Track	Catering Services			
Occupation	Catering Services Professional			
Job Role	Supervisor (Production/Catering-Cabin)			
Job Role Description	<p>The Supervisor (Production/Catering-Cabin) is responsible for overseeing the smooth operations of flight catering services. He/She resolves issues regarding in-flight catering process flows and implements continuous improvement initiatives to address gaps identified in quality audits. He carries out safety and/or security checks and is responsible for resolving conflicts, grievances and disputes among the team.</p> <p>The Supervisor (Production/Catering-Cabin) has a proficient understanding of catering services and food safety practices and regulations of the organisation. He holds a Class 3 Driving Licence and an Airfield Driving Permit (ADP) to operate various equipment and vehicles in compliance with established safety regulations. He works in shifts to accommodate round-the-clock flight arrivals and departures. As a team leader, he possesses strong people management, communication and interpersonal skills.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions		Key Tasks	Performance Expectations (For legislated / regulated occupations)
			Administer in-flight catering process flows	In accordance with: Singapore Qualified Driving Licence (Class 3) and Airfield Driving Permit (ADP)
			Resolve issues encountered during in-flight catering production	
			Calculate raw material requirements based on airline route schedules and passenger loads	
			Prepare short-term manpower plans to meet production schedules	
	Plan operational work schedules in alignment with airline schedules			
	Administer production of catering services			Monitor all aspects of in-flight catering process flows
				Resolve day-to-day issues pertaining to delivery of catering services
				Prepare short-term manpower plans to meet delivery schedules
				Plan operational work schedules in alignment with airline schedules
Administer delivery of catering services			Evaluate findings of food hygiene and quality audits	
			Manage food production hygiene	

	and quality standards	Propose continuous improvement plans to enhance food hygiene and quality standards				
		Allocate resources for quality assurance monitoring				
		Consolidate customer feedback regarding in-flight meals				
	Uphold safety and/or security standards	Enforce compliance of safety and security standards in the workplace				
		Investigate root causes of breaches in safety and security standards				
		Carry out safety and/or security checks in the workplace				
	Influence organisational development	Manage staff conflicts, grievances and disputes				
		Provide coaching and feedback to improve team performance				
		Provide on-the-job training to enhance capabilities of team members and/or direct reports				
		Act as mentor to team members and/or direct reports				
	Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)		
		Accident and Incident Response Management		Level 3	Leadership	Intermediate
Aircraft Turnaround Coordination		Level 3	Decision Making	Intermediate		
Airside Driving		Level 3	Communication	Advanced		
Cabin Loading Activities		Level 3	Resource Management	Intermediate		
Change Management		Level 3	Teamwork	Intermediate		
Dangerous Goods Management		Level 3				
Food and Beverage Quality Assurance Framework Development		Level 3				
Food and Beverage Quality Audit and Assessment		Level 3				
Food and Beverage Safety, Hygiene and Security		Level 3				
Food Waste Management		Level 3				
Ground Handling Services and Operations Management		Level 3				

	Hazard and Risk Control and Policy Management	Level 3	
	Human Factors Management	Level 3	
	Human-Robot Collaboration	Level 3	
	Inclement Weather Operations and Planning	Level 3	
	Innovation Management	Level 3	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 3	
	Internet of Things Application	Level 3	
	Kitchen Production Scheduling	Level 3	
	Learning and Development	Level 3	
	Process Improvement and Optimisation	Level 3	
	Stakeholder Management	Level 3	
	Standard Operating Procedures Development	Level 3	
	Technology Application	Level 3	
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.