

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – EXECUTIVE (PRODUCTION/CATERING-CABIN)		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Catering Services	
Occupation	Catering Services Professional	
Job Role	Executive (Production/Catering-Cabin)	
Job Role Description	<p>The Executive (Production/Catering-Cabin) collaborates with airlines to determine current service levels and implement resource optimisation work plans. He/She is responsible for presenting food hygiene and quality audit findings to higher authorities. He develops action plans to address and prevent the recurrence of safety and/or security issues. He deploys manpower resources to meet production schedules and develops on-the-job training programmes and workplace learning plans to improve the capabilities of teams.</p> <p>The Executive (Production/Catering-Cabin) has a sound knowledge of airport catering services operations and food production processes. He is able to multi-task and manage his teams during stressful situations within a tight time frame. He also possesses excellent communication, interpersonal and people management skills to engage with people at all levels and oversee staff matters.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Administer production of catering services	Review team performance against targets set in Service Level Agreements (SLAs)
		Determine raw material requirements based on airline route schedules, passenger loads and demand projections
		Develop long-term manpower plans to meet production schedules
		Optimise manpower resources to deliver catering services
		Implement solutions to reduce in-flight meal waste
	Administer delivery of catering services	Review team performance against targets set in SLAs
		Propose plans to ensure functionality of catering vehicles for daily operations
		Develop long-term manpower plans to meet delivery schedules
		Optimise manpower resources to deliver catering services
	Manage food production hygiene and quality standards	Discuss cabin loading requirements with airlines and authorities
		Present food hygiene and quality audit findings to higher authorities
		Review inspection standards and procedures for raw materials
Analyse customer feedback on in-flight meals		
	Present customer satisfaction analysis to higher authorities	

		Implement Research and Development (R&D) initiatives to improve food quality standards		
	Uphold safety and/or security standards	Enforce a strong safety and/or security culture in the workplace		
		Address internal or external audit issues		
		Recommend action plans to prevent future safety and security breaches		
	Influence organisational development	Develop on-the-job training programmes		
		Develop workplace learning plans		
		Advise supervisors and/or team leads in the execution of new policies		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Leadership	Intermediate
	Aircraft Turnaround Coordination	Level 4	Decision Making	Advanced
	Business Development	Level 4	Communication	Advanced
	Business Negotiation	Level 4	Resource Management	Intermediate
	Cabin Loading Activities	Level 3	Teamwork	Intermediate
	Change Management	Level 4		
	Crisis Communication and Media Management	Level 3		
	Customer Relationship Management	Level 4		
	Dangerous Goods Management	Level 4		
	Financial Planning and Budget Management	Level 3		
	Food and Beverage Quality Assurance Framework Development	Level 4		
	Food and Beverage Quality Audit and Assessment	Level 4		
	Food and Beverage Safety, Hygiene and Security	Level 4		
	Food Waste Management	Level 4		
	Ground Handling Services and Operations Management	Level 4		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 4		

	Human-Robot Collaboration	Level 4	
	Inclement Weather Operations and Planning	Level 4	
	Innovation Management	Level 4	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 4	
	Internet of Things Application	Level 4	
	Kitchen Production Scheduling	Level 4	
	Learning and Development	Level 4	
	Manpower Planning	Level 4	
	Process Improvement and Optimisation	Level 4	
	Service Innovation	Level 4	
	Stakeholder Management	Level 4	
	Standard Operating Procedures Development	Level 4	
	Technology Application	Level 4	
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.