

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – MANAGER (PRODUCTION/CATERING-CABIN)		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Catering Services	
Occupation	Catering Services Manager	
Job Role	Manager (Production/Catering-Cabin)	
Job Role Description	<p>The Manager (Production/Catering-Cabin) leads collaborative efforts with other departments and airlines to review catering operations and ensure compliance with food hygiene and quality standards. He/She is responsible for driving continuous improvement and business development initiatives to improve productivity and meet customer needs. He develops Standard Operating Procedures (SOPs) and systems to mitigate safety and/or security risks and oversees adherence to safety and/or security standards. He also develops the teams' technical capabilities through coaching and maintains positive morale within the teams.</p>	
	<p>The Manager (Production/Catering-Cabin) has an in-depth knowledge of supply chain operations, food handling and production processes in the airline industry. He also possesses remarkable interpersonal and stakeholder management skills to build and maintain relationships with internal and external stakeholders. In addition, he has strong communication and people management skills to lead staff and teams with extensive knowledge of policy requirements and quality and hygiene regulations of the organisation and internationally.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Administer production of catering services	Drive strategies to enhance performance against targets set in Service Level Agreements (SLAs)
		Devise procedures to recycle unconsumed shelf-stable food products and beverages
	Administer delivery of catering services	Establish strategies to enhance performance against targets set in SLAs
		Implement solutions to reduce logistics costs
	Manage food production hygiene and quality standards	Establish targets for food hygiene and quality standard audits
		Develop corrective actions to address audit findings
		Oversee scheduled reviews of flight kitchens
		Devise improvement plans to increase customer satisfaction based on feedback and analysis
	Uphold safety and/or security standards	Drive Research and Development (R&D) projects to enhance food production processes
		Identify safety and security risks and develop plans to mitigate identified risks
		Develop systems to monitor adherence to safety and security standards
	Lead continuous improvement projects to improve safety and security in the workplace	

	Influence organisational development	Conduct interviews and make hiring decisions		
		Develop staff through capability development and coaching		
		Address complaints and key concerns impacting staff morale and performance		
		Lead change management in the organisation		
	Drive business development operations	Analyse customers' needs to modify products and services		
		Recommend new products and services to customers		
		Propose initiatives to enhance productivity and innovation		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Leadership	Advanced
	Aircraft Turnaround Coordination	Level 4	Decision Making	Advanced
	Business Development	Level 5	Developing People	Advanced
	Business Negotiation	Level 5	Communication	Advanced
	Change Management	Level 5	Teamwork	Advanced
	Crisis Communication and Media Management	Level 4		
	Customer Relationship Management	Level 5		
	Dangerous Goods Management	Level 4		
	Financial Planning and Budget Management	Level 4		
	Food and Beverage Quality Assurance Framework Development	Level 5		
	Food and Beverage Quality Audit and Assessment	Level 5		
	Food and Beverage Safety, Hygiene and Security	Level 4		
	Food Waste Management	Level 5		
	Ground Handling Services and Operations Management	Level 5		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 5		
	Human-Robot Collaboration	Level 5		

	Inclement Weather Operations and Planning	Level 5	
	Innovation Management	Level 5	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 5	
	Internet of Things Application	Level 5	
	Kitchen Production Scheduling	Level 5	
	Learning and Development	Level 5	
	Manpower Planning	Level 5	
	Process Improvement and Optimisation	Level 5	
	Service Innovation	Level 5	
	Stakeholder Management	Level 5	
	Standard Operating Procedures Development	Level 5	
	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.