


Impact Assessment

Today



MEDIUM
degree of change in tasks




The job will potentially **require MODERATE REDESIGN**

A fair proportion of the job tasks will be substituted by technology, with human intervention required for high value-adding tasks as against routine, repetitive tasks







The **Baker** is responsible for making a wide range of baked goods. The job holder prepares ingredients used in the daily production of baked goods, operates baking equipment during food preparation, and guides finishing touches on products. He/She also supports staff's compliance with hygiene, safety and other standards, and performs food and beverage operational tasks. He/She is expected to execute continuous improvement activities within the workstation and escalate feedback on service challenges.





Responsibilities of the role in the future






Technologies will **automate labour-intensive tasks** such as the preparation of baked goods and inventory management. **Human expertise** and **technical knowledge** may be still required to oversee the cooking process and handle complex recipes. Following the adoption and use of digital tools such as kitchen robotics and autonomous cooking machineries, focus should be on upskilling on the **handling and basic maintenance of technology tools**. The job holder may need to undergo reskilling to be able to take on additional responsibilities outside of his/her job scope such as **the coordination of central kitchen operations** and **supporting front-of-house operations** when required.

Critical Work Function	Job Tasks Today	Impact At Task-level / Future View Of Job Tasks	Future View of Skills ¹	Impact Of Trends / Technology
Prepare pastry and baked goods	<div>M</div> Prepare ingredients needed for daily production of baked goods	<ul style="list-style-type: none">The preparation of ingredients is increasingly performed using kitchen robotics and autonomous cooking machineries in central kitchens or outsourced to a third-party vendor. This allows the job holder to focus more on conducting quality checks on ingredients.	 Food quality assurance	<div> Automated machineries</div> <div> Outsourcing of food preparation</div>

Note:
¹ This column lists skills that the job holder is expected to utilise to a greater degree to excel at the job. They can be mapped to the in-demand SFw Technical Skills and Competencies for the role.

Critical Work Function	Job Tasks Today	Impact At Task-level / Future View Of Job Tasks	Future View of Skills ¹	Impact Of Trends / Technology
Prepare pastry and baked goods	M Prepare a variety of baked goods	<ul style="list-style-type: none">The preparation of pastry and baked goods is increasingly performed using kitchen robotics and autonomous cooking machineries in central kitchens or outsourced to a third-party vendor.However, the job holder is still required to guide the finishing touches of baked goods for presentation. Job holders should also use their technical knowledge and expertise when overseeing the baking process, suggesting new menu possibilities and reducing food spoilage or wastage.	 Suggestion of menu offerings for baked goods  Food waste reduction	 Automated machineries  Outsourcing of food preparation
Support food and beverage operations	H Maintain records of inventory and supplies of baked goods	<ul style="list-style-type: none">Smart Inventory Management and e-Procurement Systems may be used to track the inventory and supply levels of pastries and baked goods in real-time, freeing up the job holder to focus on other operational tasks.	 Operation of technological solutions	 Enterprise systems
Contribute to continuous improvement	L Provide recommendations for the development of new recipes to renew menus based on suggestions given	<ul style="list-style-type: none">The job holder will continue to suggest and carry out continuous improvement activities within their workstation. The job holder should continue contributing ideas for new recipes and operate emerging technology/ tools to improve work productivity.	Current skills remain as impact at task-level is low	N/A

Critical Work Function	Job Tasks Today	Impact At Task-level / Future View Of Job Tasks	Future View of Skills ¹	Impact Of Trends / Technology
Deliver customer experience	M Escalate feedback on service challenges through proper escalation channels	<ul style="list-style-type: none">• Customer Relationship Management (CRM) Systems may be used to collect customer feedback from various sources and pass on important feedback to the department or team in-charge. However, the job holder is still required to handle complex customer feedback and ensure customer satisfaction.	 Customer data collation on CRM systems  Operation of technological solutions	 Enterprise systems  High service standards
Maintain hygiene, safety and standards	L Support staff's compliance with the organisation's personal, food and beverage hygiene standards	<ul style="list-style-type: none">• The job holder should support his/her staff's compliance to the organisation's food and beverage hygiene standards, Workplace Safety and Health (WSH) policies and procedures and food waste management Standard Operating Procedures (SOPs).	Current skills remain as impact at task level is low	N/A

In-demand Technical Skills and Competencies (TSCs) Required					
Customer Data Analysis		Food and Beverage Recipe Formulation		Food Waste Disposal and Reduction	
Quality Assurance Management		Technology Application and Implementation			

In-demand Critical Core Skills (CCSs) Required		
Adaptability	Digital Fluency	Learning Agility
Self Management		

• Skills that are not marked are available in SFw for Food Services and tagged to this job role.

Redesign Possibilities	
Vertical Stacking	<ul style="list-style-type: none">Consolidated with <i>Assistant Pastry Cook / Assistant Baker / Kitchen Assistant</i> and enlarged to become Baking Specialist.
Horizontal Stacking	<ul style="list-style-type: none">Consolidated with <i>Pastry Cook</i> and enlarged to become Pastry and Baking Specialist.
	<ul style="list-style-type: none">Consolidated with <i>Senior Cook / Station Chef</i> and enlarged to become Kitchen Operations Specialist.

Possible Archetype Differences for Job Redesign	
Full-Service	<ul style="list-style-type: none">Companies within the Full-Service archetype such as mid-scale and fine-dining restaurants are more likely to possess an in-house baking function. The job holder could undergo horizontal and vertical stacking within the function to maximise manpower efficiency.As such, the Baker could undergo vertical stacking of with the Assistant Pastry Cook / Assistant Baker / Kitchen Assistant to become a Baking Specialist. This would possibly require the job holder increase output of baked goods to be prepared and should leverage on technology where possible.The Baker could also undergo horizontal stacking with the Pastry Cook to become a Pastry and Baking Specialist. This would not only require the job holder to handle complex recipes for baked goods, but for pastries as well.The Baker could also undergo horizontal stacking with the Senior Cook / Station Chef in the Culinary arts function to become a Kitchen Operations Specialist. This would require the job holder to handle complex recipes for baked goods, as well as general cooked food.
Quick-Service	<ul style="list-style-type: none">Companies within the Quick-Service archetype are unlikely to possess an in-house baking function as it is usually outsourced.Thus, the above job redesign possibilities may be less prominent for companies of the Quick-Service archetype.