


Impact Assessment

Today



**HIGH**  
degree of change in tasks







The job will require **EXTENSIVE JOB REDESIGN**









Job role will likely be enlarged, reconfigured or enriched. As such, there will be a need to reskill job holders with new skills to maintain their employability





The **Cook / Kitchen Assistant** is responsible for supporting the activities of the back-of-house kitchen. The job holder prepares the ingredients and cooking equipment, cleans utensils and work areas, and performs other day-to-day operations in the kitchen. He/She is expected to follow customer service standards as well as contribute ideas in new recipes for continuous improvement. He/She also takes initiatives to maintain, food hygiene, health and safety standards.







Responsibilities of the role in the future

Technologies will **automate labour-intensive tasks** such as the preparation of food and inventory management. Following the adoption and use of digital tools and technology such as kitchen robotics and autonomous cooking machineries, focus should be on upskilling on the **handling and basic maintenance of technology tools**. With decreasing need for manual intervention, it is likely that this role will converge with **Senior Cook / Station Chef**.

Critical Work Function	Job Tasks Today	Impact At Task-level / Future View Of Job Tasks	Future View of Skills <sup>1</sup>	Impact Of Trends / Technology
Prepare food	Prepare mise en place	<ul style="list-style-type: none"><li>The preparation of food ingredients is increasingly performed via <b>emerging technologies</b> such as <b>kitchen robotics</b> and <b>autonomous cooking machineries</b> in central kitchens or <b>outsourced to a third-party vendor</b>.</li><li>This allows the job holder to focus more on conducting quality checks on ingredients, reducing food spoilage and wastage due to disposal.</li></ul>	 Food quality assurance  Food waste reduction	 Automated machineries  Outsourcing of food preparation
	Clean utensils and work areas at the start and end of work shift	<ul style="list-style-type: none"><li>With <b>automated dishwashers</b> helping to clean utensils and dishes, the job holder has more time to focus on other daily operational tasks such as general cleaning and the maintenance of work areas.</li></ul>	 Operation of technological solutions	 Automated machineries

Critical Work Function	Job Tasks Today	Impact At Task-level / Future View Of Job Tasks	Future View of Skills <sup>1</sup>	Impact Of Trends / Technology
Support food and beverage operations	Perform day-to-day operations in the kitchen	<ul style="list-style-type: none"><li>Besides daily operational tasks in the back-of-house, the job holder will be expected to assist with the front-of-house operations and procedures.</li></ul>	 Support of FOH operations   Positive customer service	 Manpower optimisation
	Exercise portion and waste control by correctly using ingredients and equipment to minimise loss and wastage	<ul style="list-style-type: none"><li><b>Artificial Intelligence (AI)-enabled</b>, or <b>Internet of Things (IoT)-enabled food waste digestors</b> may be used to track food waste. With real time-time information available, job holders can make quick adjustments to current processes, allowing job holders to efficiently use portion and waste control to minimize loss and wastage.</li></ul>	 Food waste reduction   Operation of technological solutions	 AI solutions
	Assist in the record of inventory and supplies	<ul style="list-style-type: none"><li><b>Smart Inventory Management</b> and <b>e-Procurement Systems</b> may be used to track and keep records of inventory and supplies, freeing up the job holder to focus on other operational tasks.</li></ul>	 Operation of technological solutions	 Enterprise systems
Maintain hygiene, safety and standards	Follow the organisation's food waste management Standard Operating Procedures (SOPs)	<ul style="list-style-type: none"><li>The job holder is still required to follow the organisation's food and beverage hygiene standards, Workplace Safety and Health (WSH) policies and procedures and food waste management Standard Operating Procedures (SOPs).</li></ul>	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 <sup>1</sup>	Impact Of Trends / Technology
Deliver customer experience	M Escalate feedback on service challenges through proper escalation channels	<ul style="list-style-type: none"><li>• <b>Customer Relationship Management (CRM) Systems</b> 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.</li></ul>	 Customer data collation on CRM systems   Operation of technological solutions	 High service standards   Enterprise systems
Contribute to continuous improvement	L Operate emerging technology and tools to improve work productivity	<ul style="list-style-type: none"><li>• 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.</li></ul>	Current skills remain as impact at task-level is low	N/A

In-demand Technical Skills and Competencies (TSCs) Required					
Customer Data Analysis*		Customer Service Excellence		Food and Beverage Service*	
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 denoted by an asterisk (\*) are available in SFw for Food Services but are currently not tagged to this job role.  
• 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"><li>Consolidated with <i>Senior Cook / Station Chef</i> and enlarged to become <b>Specialist Cook / Chef</b>.</li></ul>
Horizontal Stacking	<ul style="list-style-type: none"><li>Consolidated with <i>Server / Service Crew / Runner</i> and enlarged to become <b>Food and Beverage Operations Associate</b>.</li></ul>
	<ul style="list-style-type: none"><li>Consolidated with <i>Assistant Pastry Cook / Assistant Baker / Kitchen Assistant</i> and enlarged to become <b>Kitchen Operations Associate</b>.</li></ul>

Possible Archetype Differences for Job Redesign	
Full-Service Archetype	<ul style="list-style-type: none"><li>Companies within the Full-Service archetype are likely to prioritise meeting the demands for better and personalised services.</li><li>Cooks / Kitchen Assistants in the Full-Service archetype are hence more likely to undergo <b>horizontal stacking</b> with the <b>Server / Service Crew / Runner</b> role that interacts with the customers to become a <b>Food and Beverage Operations Associate</b>.</li><li>The redesigned role will not only be well-versed in preparation of food, but also in understanding of customer needs and operating enterprise systems to facilitate a personalised and seamless customer experience.</li></ul>
Quick Service Archetype	<ul style="list-style-type: none"><li>Companies within the Quick-Service archetype focus on convenience and efficiency and have tend to have digitalised FOH processes. As the FOH is leaner, there is greater opportunity for job stacking in the BOH.</li><li>The Cooks / Kitchen Assistant could undergo <b>vertical stacking</b> with the Senior Cook / Station Chef to become a <b>Specialist Cook / Chef</b>. This requires the job holder to deepen expertise in the culinary arts function to handle more complex recipes.</li><li>The Cooks / Kitchen Assistant could also undergo <b>horizontal stacking</b> with the Assistant Pastry Cook / Assistant Baker / Kitchen Assistant to become a <b>Kitchen Operations Associate</b>. This will not only require the job holder to be well-versed in preparation of general food, but also pastry and baked goods.</li></ul>