

Emerging areas of work

Potential emergence of new job roles

In addition to job stacking, megatrends and technology adoption have also spurred the emergence of **new job roles** in the sector. A significant level of reskilling is required for existing job roles in the sector to take up the following emerging job roles, where specific diplomas/degrees or further studies may be necessary. Companies might also need to hire talent from outside of the sector to fill these roles.



Revenue Manager

Job Description

Enable data-driven decisions in all aspects, including product pricing, menu optimisation and service enhancement.

Key Responsibilities

- Consult leadership and stakeholders to align strategic goals with business priorities.
- Integrate data from different data sources (e.g., POS and CRM) to generate insights on menu pricing, inventory, customer feedback/satisfaction, and service delivery gaps.
- Collaborate with FOH / BOH to recommend productivity and revenue solutions and enforce improvements.