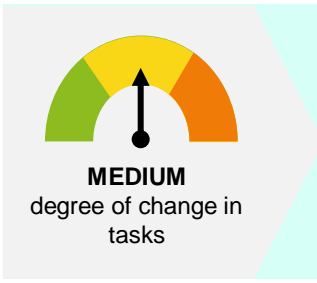


**Impact Assessment**

**Today**





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 **Executive / Service Supervisor** leads the compliance of service, food hygiene, safety and other standards amongst the team. The job holder assists in managing front-of-house operations and customer services to optimise outlet performance. He/She guides the staff in management of customers' queries, and plans staff scheduling based on operational needs. He/She monitors food and beverage services to ensure excellence customer service, and suggest areas for continuous improvement within the team.












**Responsibilities of the role in the future**







Trends and technology will increasingly impact the way day-to-day work is performed. While the job holder will still be responsible for managing front-of-house operations, some technology may be utilised to **automate routine tasks** such as the **reconciliation of sales**, freeing up the job holder to **provide personalised services**. Additionally, the job holder will be required to keep abreast of emerging technologies and contribute to process improvements by supporting the evaluation, implementation, maintenance, and scaling of emerging technologies across the establishment. Upskilling and strengthening capabilities in **digital fluency** and **interpersonal skills** may be required to enhance the customer experience.

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
Execute food and beverage operations	<b>M</b> Monitor inventory at service stations	<ul style="list-style-type: none"> <li><b>Smart Inventory Management Systems</b> and <b>RFID sensors</b> may be used to monitor inventory levels in real-time and will alert the job holder when inventory levels are low at service stations.</li> <li>This improves the accuracy of inventory tracking and frees up the job holder to perform other activities (e.g. monitoring food and beverage wastage, serving customers and coaching team members)</li> </ul>	 Procurement optimisation	 Enterprise systems











**Note:**  
<sup>1</sup> 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 <sup>1</sup>	Impact Of Trends / Technology
Execute food and beverage operations	Plan staff scheduling based on operational needs	<ul style="list-style-type: none"> <li>• <b>Integrated Point-of-Sale (POS) Systems</b> may be used to streamline staff scheduling, allowing the job holder to focus on other tasks (e.g. manage shift allocations, plan for possible manpower shortages). However, the job holder may still need to adjust resourcing plans and suggest solutions during emergency scenarios (e.g. manpower shortages).</li> </ul>	 Team scheduling and operations support	 Enterprise systems   Lean workforce
	Implement strategies to achieve sales targets	<ul style="list-style-type: none"> <li>• <b>Point-of-Sale (POS) Systems and Customer Relationship Management (CRM) Systems</b> may be used to gather insights about customer profiles, preferences and spending patterns. With these tools, the job holder can make better informed decisions when planning sales strategies, leading to better sales outcomes.</li> </ul>	 Identification of target customer preferences   Customer insights generation from enterprise data	 Enterprise systems
	Conduct daily reconciliation of sales	<ul style="list-style-type: none"> <li>• An integrated <b>Point-of-Sale (POS) Systems</b> may be used to perform the daily reconciliation of sales automatically. However, the job holder is still required to perform checks and ensure the accuracy of such system-generated reports.</li> </ul>	 Verification of sales reconciliation	 Enterprise systems

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
<p>Contribute to continuous improvement</p>	<p>Conduct data collection for process improvement reviews to determine the effectiveness of work processes and procedures</p>	<ul style="list-style-type: none"> <li>• <b>Data analytics and visualisation tools</b> may be used to analyse work processes and identify areas of improvement. The job holder may be required to consolidate data across various sources for process improvement reviews.</li> </ul>	<p> Customer insights data visualisation</p> <p> Implementation and evaluation on new technology</p>	<p> Data analytical tools</p>
	<p>Guide staff in the usage of emerging technology and tools to improve work productivity</p>	<ul style="list-style-type: none"> <li>• The job holder may be required to contribute to process improvements by supporting the evaluation, implementation, maintenance, and scaling of <b>emerging technology/ tools</b> across the organisation.</li> </ul>	<p> Research on emerging technologies</p> <p> Communication of work improvement processes</p>	<p> Enterprise systems</p>
<p>Monitor food and beverage services</p>	<p>Monitor the serving of food and beverages to ensure all dishes match the order ticket to the corresponding tables</p>	<ul style="list-style-type: none"> <li>• <b>Smart Central Kitchen Management Systems</b> and <b>Point-of-Sale (POS) Systems</b> may be used by the job holder to monitor of food orders in real time and ensure that dishes match the orders at the tables.</li> </ul>	<p> Verification of order details</p>	<p> Enterprise systems</p>
<p>Maintain customer experience</p>	<p>Check in with customers to assess customers' satisfaction levels for customer experience improvement</p>	<ul style="list-style-type: none"> <li>• <b>Point-of-Sale (POS) and Customer Relationship Management (CRM) Systems</b> may be used to assess customer satisfaction levels and the effectiveness of customer loyalty strategies. The job holder may still be required to interact with customers on the ground to better understand the customer experience.</li> </ul>	<p> Customer insights generation from enterprise data</p>	<p> High service standards</p> <p> Enterprise systems</p>

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
Maintain customer experience	M Manage reservations and allocation of customers to seats	<ul style="list-style-type: none"> <li><b>Table Management Systems</b> integrated with <b>Reservation Systems</b> may be used to assign guests to empty tables once available. However, the job holder is still required to manage the customer's experience, manage waiting times and provide recommendations on the restaurant's dining offerings.</li> </ul>	 Addressing customer needs   Idea generation for service improvement	 Increasing demand for personalised services   Enterprise systems
	M Analyse customers' feedback to ascertain customer service delivery gaps	<ul style="list-style-type: none"> <li>The job holder may be required to analyse and consolidate customers' feedback across various sources (e.g. direct, indirect, online) to understand customer service delivery gaps. <b>Data analytics and visualisation tools</b> may be used to support the analysis of customers' feedback, allowing the job holder to better identify trends and areas for improvement.</li> </ul>	 Customer insights generation with visualisation	 Data analytical tools
Maintain hygiene, safety and standards	L Perform audit on staff adherence with the organisation's personal, food and beverage hygiene standards	<ul style="list-style-type: none"> <li>The job holder should perform audits on staff compliance with the organisation's food and beverage hygiene standards, Workplace Safety and Health (WSH) policies, food waste management Standard Operating Procedures (SOPs) and legislative rules relating to the handling and consumption of alcoholic beverages.</li> </ul>	Current skills remain as impact at task-level is low	N/A

**In-demand Technical Skills and Competencies (TSCs) Required**

Cost Control and Management		Customer Acquisition and Relationship Management		Customer Data Analysis	
Customer Service Excellence		Emerging Technology Scanning		Food and Beverage Service	
People Management		Service Innovation Management		System and Work Process Improvement	
Technology Application and Implementation					

**In-demand Critical Core Skills (CCSs) Required**

Developing People	Digital Fluency	Learning Agility
Problem Solving		

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