


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 **Senior Cook / Station Chef** directs the preparation of a variety of food items at a workstation, which includes preparing, cooking and plating dishes. The job holder guides a section of the kitchen's operations and suggest areas for continuous improvement within a workstation. He/She adheres to customer service standards and supports 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**. 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 <sup>1</sup>	Impact Of Trends / Technology
Prepare food	<div><div>H</div><div>Prepare a variety of food items required for the workstation</div></div>	<ul style="list-style-type: none"><li>The preparation of food ingredients is increasingly performed <b>via emerging technologies</b> such as <b>autonomous cooking machineries</b> in central kitchens or <b>outsourced to a third-party vendor</b>.</li><li>However, the job holder is still required to oversee the performance of these tools, handle complex dishes, conduct quality assurance checks of the food items prepared and ensure the reduction of food spoilage or wastage.</li></ul>	<div> Operation of technological solutions</div> <div> Food quality assurance</div> <div> Food waste reduction</div>	<div> Automated machineries</div> <div> Outsourcing of food preparation</div>
Support food and beverage operations	<div><div>M</div><div>Execute daily operational tasks according to staff roster</div></div>	<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>	<div> Support of FOH operations</div> <div> Positive customer service</div>	<div> Manpower optimisation</div>

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	M	Maintain records of inventory and supplies	<ul style="list-style-type: none"><li>• <b>Smart Inventory Management and 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	L	Ensure staff's compliance with the organisation's Workplace Safety and Health (WSH) policies and procedures	<ul style="list-style-type: none"><li>• The job holder should ensure his/her team'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).</li></ul>	Current skills remain as impact at task-level is low	N/A
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	Provide recommendations in the development of new recipes to renew menus based on suggestions given	<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>Cook / Kitchen Assistant</i> and enlarged to become <b>Specialist Cook / Chef</b>.</li></ul>
Horizontal Stacking	<ul style="list-style-type: none"><li>• Consolidated with <i>Pastry Cook</i> and enlarged to become <b>Kitchen Operations Specialist</b>.</li></ul>
	<ul style="list-style-type: none"><li>• Consolidated with <i>Baker</i> and enlarged to become <b>Kitchen Operations Specialist</b>.</li></ul>

Possible Archetype Differences for Job Redesign

Full-Service	<ul style="list-style-type: none"><li>• As companies within the Full-Service archetype seek to streamline their food preparation processes, there will be opportunity for vertical stacking of roles.</li><li>• The Senior Cook / Station Chef can undergo <b>vertical stacking</b> with the Cook / Kitchen Assistant to become a <b>Specialist Cook / Chef</b>. This will require the job holder to take on a greater volume of current job tasks and output, but with the help of tools and solutions.</li><li>• As companies within the Full-Service archetype such as mid-scale and fine-dining restaurants are more likely to possess an in-house pastry and baking functions, there is opportunity for the role to undergo horizontal stacking.</li><li>• The Senior Cook / Station Chef could undergo <b>horizontal stacking</b> with the Pastry Cook or Baker to become a <b>Kitchen Operations Associate</b>. This will not only require the job holder to be proficient in the preparation and handling of certain complex recipes of cooked food, but for pastry and baked goods too.</li></ul>
Quick-Service	<ul style="list-style-type: none"><li>• Companies within the Quick-Service archetype focus on efficiency and seek to adopt technological solutions to replace manual and repetitive work.</li><li>• With technology augmenting simpler tasks, the Senior Cook / Station Chef can undergo <b>vertical stacking</b> with the Cook / Kitchen assistant below to take on the role of a <b>Specialist Cook / Chef</b> which will be potentially responsible for a greater scope of tasks and output.</li><li>• The redesigned role will require the job holder to utilise and manage tools and solutions to achieve higher productivity.</li></ul>