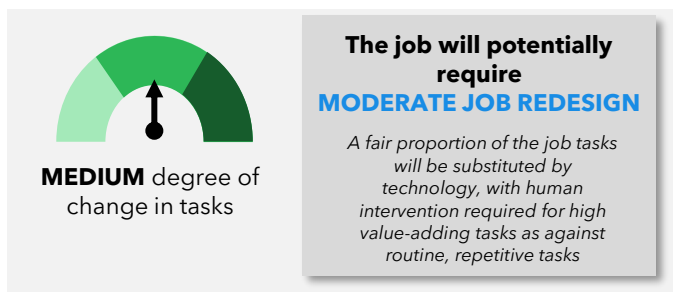




Trends impacting this role

COVID-19	Guest Preferences	Workforce Challenges	
Bluetooth/RFID	Enterprise Systems	IoT	Robotics & Automation

In the next 1 - 3 years....

Responsibilities of the role today

The Barista Supervisor is responsible for **guiding the preparation of beverages** according to organisation's recipes and procedures. He/She prepares and recommends customised non-standard beverages. He **maintains high standards for customer experience** by continuously inspecting the adherence of customer service standards. He guides staff on **daily operational tasks** by **planning the staff schedule and implements activities for continuous improvement**. He also leads the compliance of service, food hygiene, health and safety standards.

Responsibilities of the role in the future

Moving forward, this role will continue to guide the preparation of beverages according to guests' requirements. Technologies can be utilised to **track inventory levels** and **undertake data collection for process improvements**, freeing up the job holder to prioritise other tasks such as **interacting with guests** and **coaching team members**. In addition, the job holder will be required to be skilled in areas such as **data analytics and interpretation** to propose **appropriate solutions to improve service delivery**.

Critical Work Function

Job tasks today

Job tasks within the next 3 years

Monitor beverage orders and preparation

Guide staff in the preparation of coffee-based beverages and teas, maintenance of drinkware and beverage equipment and operating technology and tools

- Guide staff in the preparation of coffee-based beverages and teas, maintenance of drinkware and beverage equipment and operating technology and tools.

Maintain customer experience

Guide staff in management of customers' queries and recommendations, interact with customers to assess satisfaction levels and monitor the execution of initiatives under customer loyalty strategies

- Guide staff in management of customers' queries and recommendations, interact with customers to assess satisfaction levels and monitor the execution of initiatives under customer loyalty strategies.

Contribute to continuous improvement

Conduct data collection for process improvement reviews to determine the effectiveness of work processes and procedures and implement continuous improvement activities within the team

- The job holder will be required to amalgamate various sources of operations data relating to the availability of manpower resources, table performance, service lead times, as well as customer feedback in support of process improvement reviews to determine the effectiveness of work processes and procedures.
- **Data analytics and visualisation tools** may support the **analysis of operational data to better understand the performance of work processes and procedures**.
- Implement continuous improvement activities within the team.

Execute food and beverage operations

Monitor inventory level to ensure consistent supplies and provide recommendations in the development of new recipes to renew menus








- A **combination of RFID sensors and smart Inventory Management Systems (IMS) monitor inventory levels** and **alert the job holder when inventory levels are low**. This improves the accuracy of inventory tracking and frees up the job holder to prioritise other day-to-day tasks, such as serving customers and coaching team members. Providing recommendations in the development of new recipes to renew menus.



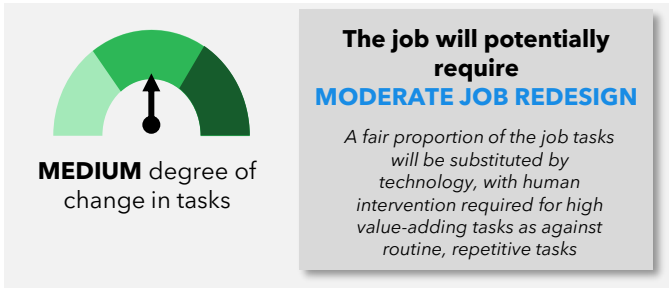
Critical Work Function	Job tasks today	Job tasks within the next 3 years
Execute food and beverage operations	Assist in coordination of crisis response and recovery activities in accordance with business continuity policies	<ul style="list-style-type: none">Assist in coordination of crisis response and recovery activities in accordance with business continuity policies.
	Plan staff scheduling, conduct daily reconciliation of sales and implement strategies to achieve sales targets	<ul style="list-style-type: none">Property Management Systems (PMS) and HR Management Systems (HRMS) support staff scheduling, freeing up time for the job holder to manage team performance or plan for possible manpower shortages. Human intervention may still be required to override and/or adjust work plans in the event of operational exigencies.The job holder will be required to propose creative and sustainable operating and resourcing plans to mitigate manpower shortages and rising costs in support of business objectives.Point-of-Sales (POS) systems perform the daily reconciliation of sales. However, the job holder is still required to perform checks and ensure accuracy of system-generated reports.Implement strategies to achieve sales targets.



Trends impacting this role

 COVID-19	 Guest Preferences	 Workforce Challenges	
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In the next **1 - 3 years...**



In addition to the Skills and Competencies identified in the [Skills Framework for Food Services](#), the following additional TSCs and CCSs have been identified as relevant for the job role going forward:

Additional Technical Skills and Competencies (TSCs)		
Internet of Things Management*		

Additional Critical Core Skills (CCSs)		
Adaptability	Digital Fluency	Learning Agility
Problem Solving		

- Skills denoted by an asterisk (*) are not available in Skills Framework (SFw) for Hotel and Accommodation Services (HAS) but available in other SFw.