








Trends impacting this role

 COVID-19	 Guest Preferences		
 Enterprise Systems	 Robotics & Automation		

In the next 1 - 3 years....



**MEDIUM** degree of change in tasks

**The job will potentially require**  
**MODERATE JOB 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*

Responsibilities of the role today

The Barista is responsible for **preparing beverages** according to organisation's recipes and procedures. He/She **prepares** and **promotes menu-based standard beverages**. He adheres to high standards for customer experience by continuously building rapport with customers. He **carries out daily operational tasks** according to the staff roster and **suggests areas for continuous improvement**. He also takes initiatives to maintain, food hygiene, health and safety standards.

Responsibilities of the role in the future

**Moving forward**, this role will continue to prepare beverages and serve guests. Technologies such as **automated coffee machines** will continue to enhance the productivity of this role. **Some human intervention** is still **required to conduct quality checks** prior to serving guests. The job holder may need to be **reskilled in areas** such as **data analytics** to perform **basic analyses of sales performance data** and **propose recommendations on areas of improvement**.

Critical Work Function

Job tasks today

Job tasks within the next 3 years

Prepare beverages

Prepare a variety of coffee-based beverages and teas

- **Robotic and automated coffee machines** assist with **preparing a variety of coffee-based beverages and teas**. However, the job holder is still required to conduct quality checks on prepared beverages before serving it to guests.

Deliver customer experience

Address customers' queries on different types of beverages and recommend coffee-based beverages and teas to customers, build rapport with customers and execute initiatives under customer loyalty strategies

- **Point-of-Sale (POS) and Customer Relationship Management (CRM) systems** support the **analysis of customer purchasing patterns and preferences**, allowing the job holder to better recommend beverage offerings to customers accordingly to their preferences.

Support food and beverage operations

Execute daily operational tasks according to staff roster and replenish inventory when supplies run low and contribute ideas in new recipes

Carry out crisis response and recovery activities in accordance with business continuity policies

- Execute daily operational tasks according to staff roster and replenish inventory when supplies run low and contribute ideas in new recipes.
- Carry out crisis response and recovery activities in accordance with business continuity policies.





Contribute to continuous improvement

Identify areas for personal development to improve work performance, suggest and execute areas for continuous improvement within work area

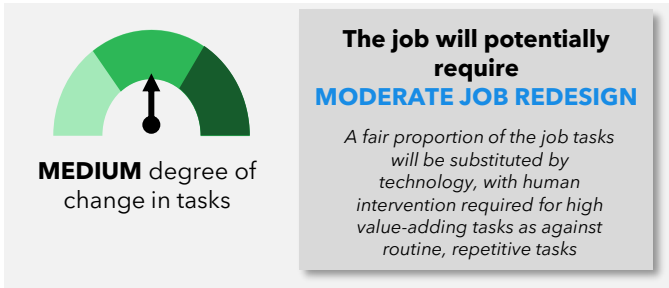
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In addition to the Skills and Competencies identified in the [Skills Framework for Food Services](#), the following additional TSCs and CCSs have been identified as relevant for the job role going forward:

Additional Technical Skills and Competencies (TSCs)

Current TSCs for this role are assessed to be sufficient for the next 3 years.  
The job holder should focus on strengthening existing skillsets to carry out his/her role successfully.

Additional Critical Core Skills (CCSs)

Adaptability	Digital Fluency	Learning Agility
Problem Solving		