








Trends impacting this role

 COVID-19	 Guest Preferences	 Workforce Challenges	
 Data Analytics	 Enterprise Systems		

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

Responsibilities of the role in the future

Moving forward, this role will still be responsible for managing front-of-house operations and customer service to optimise outlet performance. Technologies will be utilised to **improve operational efficiency** by **automating reservation management** and **staff scheduling**. The job holder will be required to be **adept in the handling and application of technologies** to succeed in his or her roles. In addition, **basic digital and data analytics competencies** continue to be required to **make sense of sales performance data** to **improve service delivery**.

Critical Work
Function

Job tasks today

Job tasks within the next 3 years

Execute food and beverage operations

Implement strategies to achieve sales targets and conduct daily reconciliation of sales

Plan staff scheduling, guide the staff on opening, operating and closing of shifts and monitor inventory at service stations and guide staff in the usage of emerging technology and tools

Assist in coordination of crisis response and recovery activities in accordance with business continuity policies

Provide on-the-job training and performance evaluation to subordinates and assist in interviewing new staff as part of recruitment efforts

- Implement strategies to achieve sales targets.
- **Point-of-Sales (POS) systems** perform the **daily reconciliation of sales**. However, the job holder is still required to perform checks and ensure the accuracy of system-generated reports.

- **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.
- Guide the staff on opening, operating and closing of shifts.
- Monitor inventory at service stations and guide staff in the usage of emerging technology and tools.

- Assist in coordination of crisis response and recovery activities in accordance with business continuity policies.

- Provide on-the-job training and performance evaluation to subordinates and assist in interviewing new staff as part of recruitment efforts.
- The job holder will also need to propose creative and sustainable operating and resourcing plans to mitigate manpower shortages and rising costs while supporting business objectives.





Critical Work Function	Job tasks today	Job tasks within the next 3 years
Maintain customer experience	Manage reservations and allocation of customers to seats, guide staff in management of customers' queries and recommendation of food and beverages	<ul style="list-style-type: none"> A combination of enterprise systems such as Table Management Systems and Central Reservation Systems integrates and manages reservations on one platform. The job holder will still be required to make seating arrangements, direct customers to seats, and adjust reservations on an ad-hoc basis. Guide staff in management of customers' queries and recommendation of food and beverages.
	Assess customers' satisfaction levels, analyse customers' feedback to ascertain customer service delivery gaps and monitor the execution of customer loyalty initiatives	<ul style="list-style-type: none"> Data analytics and visualisation tools support the analysis of guest satisfaction levels and feedback to better identify initiatives to improve the execution of customer loyalty initiatives. The job holder will still be required to exercise professional judgement in prioritising improvements with the greatest impact on guest satisfaction.
Contribute to continuous improvement	Conduct data collection for process improvement reviews and suggest areas for continuous improvement within the team	<ul style="list-style-type: none"> 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. Keep abreast of leading sustainability trends in the industry and execute sustainable practices in alignment to the organisation's long-term strategy.



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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)		
Consumer Intelligence Analysis*	Environmental Sustainability 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.
- Skills not marked are available in SFw for HAS but are not currently tagged to this job role in the function.