

Existing and Emerging Job Roles in the Food Services sector

<u>Low Degree of Change¹</u>	<u>Medium Degree of Change²</u>	<u>High Degree of Change³</u>	<u>Emerging Job Roles⁴</u>
1. Chief Executive Officer/Managing Director 2. Operations Director / Operations Manager 3. Group Beverage Manager 4. Multi-outlet Manager 5. Head Barista 6. Head Bartender 7. Head Sommelier / Sommelier 8. Barista / Supervisor / Senior Barista 9. Bartender Supervisor 10. Wine Specialist / Demi Sommelier 11. Executive Chef 12. Executive Pastry Chef 13. Executive Sous Chef 14. Pastry Chef 15. Head Chef 16. Assistant Pastry Chef 17. Head Baker 18. Assistant Head Chef	1. Barista 2. Bartender 3. Wine Server / Wine Waiter / Commis Sommelier 4. Host / Hostess / Crew Leader 5. Executive / Service Supervisor 6. Outlet Manager / Assistant Outlet Manager 7. Pastry Cook 8. Baker	1. Server / Service Crew / Runner 2. Assistant Pastry Cook / Assistant Baker / Kitchen Assistant 3. Cook / Kitchen Assistant 4. Station Chef / Senior Cook	1. Revenue Manager 2. Customer Retention Specialist 3. Restaurant Designer 4. Sustainability Specialist

¹These job roles will remain largely unchanged as job tasks continue to have a high dependence on human intervention, and upskilling will be sufficient for workers to remain relevant.

² These job roles will have a fair proportion of tasks being substituted by technology, with human intervention required for high value-adding tasks.

³These job roles will require extensive job redesign. Job holders will need to be reskilled with new skills to maintain their employability.

⁴Significant level of reskilling is required for existing job roles in the sector to take up emerging job roles, where specific diplomas/degrees or further studies may be necessary. Companies might also need to hire from outside of the food services sector to fill these roles.