In-demand Technical Skills and Competencies (TSCs) in the Food Services sector

TSC	Description
Business Continuity Management	
Business Continuity Planning*	Develop business continuity plans and lead the organisation to determine business imperatives that must be addressed in the event of crisis situations.
Business Needs Analysis^	Identify and scope business requirements and priorities of the internal organisation and/or customer's organisation, through rigorous information gathering and analyses as well as clarification of the solutions, initiatives and programmes to enable effective delivery. This also involves the development of a compelling and defensible business case and the articulation of the potential impact of the solution to the business.
Business Process Re-engineering^	Analyse business processes and workflows within the organisation and identification of new approaches to completely redesign business activities or optimise performance, quality and speed of services or processes. This includes exploration of automating and streamlining processes, evaluation of associated costs and benefits of redesigning business processes, as well as identification of potential impact, change management activities and resources required.
Business Management	
Business Opportunities Development	Identify new business opportunities to better meet the needs of existing markets and bring benefits to the organisation.
Business Performance Management	Implement the organisation's performance systems to meet business plans and objectives by establishing performance indicators, tracking progress and addressing gaps.
Cost Control and Management	Manage costs to ensure optimisation of resources and sustainability of business operations.
Sales Management	Develop, monitor, and implement sales plan to achieve business objectives
Customer Experience	
Customer Acquisition and Relationship Management*	Develop customer acquisition strategies to foster customer relationships and attract new customers.
Customer Data Analysis	Devise frameworks for customer data analysis to develop an understanding of customer knowledge and behaviour from various customer touchpoints.
Customer Loyalty and Retention Strategy Design	Formulate and implement customer loyalty and retention strategies based on data from customer data analysis
Customer Service Excellence	Create a positive customer experience by establishing customer service standards and implementing corrective actions to improve service delivery gaps.
E-Commerce Management	Develop, manage and execute e-commerce strategies and activities according to organisational objectives.
Service Innovation Management*	Drive and implement a service innovation culture in organisations.
Food and Beverage Operations	
Food and Beverage Production Management	Manage operations and production levels in kitchen.
Food and Beverage Service	Prepare for service of food and beverages to customers in accordance with the service delivery standards of the organisation.
Food Standards and Workplace Safety Management	
Food Waste Disposal and Reduction	Manage activities for the disposal of food waste and reduction of waste production.

Infocomm Technology	
Emerging Technology Scanning	Review new developments in emerging technology to determine their relevance to the organisation.
Technology Application and Implementation	Integrate technologies into operations of the organisation to optimise efficiency and effectiveness of processes.
Technology Strategy Design	Formulate organisation's strategic directions for technology adoption.
Innovation	
Environmental Sustainability Management^	Integrate environmental sustainability through the development, implementation and review of sustainability strategies and programmes against industry best practices.
Food and Beverage Recipe Formulation*	Innovate new food products through the creation and refinement of recipes.
Sustainable Food Production Design	Design and implement sustainable food production policies, processes and initiatives within the organisation.
System and Work Process Improvement	Evaluate strategic and longer-term impacts of change and improvement processes with communications to employees on the improvement plans, goals and changes to operational procedures.
Personal Management and Development	
Change Management	Manage organisational change management systems to drive organisational success and outcomes by preparing, equipping and supporting adoption of change
Learning and Development	Manage employees' learning and development activities to maximise employee' potential and capabilities to contribute to the organisation.
People Management	Manage the staffing, recruitment, performance and development of staff.
Stakeholder Management	Build and maintain constructive relationships with stakeholders to move the organisation toward its business goals.
Quality Management	
Quality Assurance Management	Establish and implement quality assurance (QA) parameters and procedures to ensure compliance with the organisation's Quality Management System (QMS).

[1]Skills that are not marked are in-demand existing skills from the Skills Framework for Food Services that are expected to grow in intensity.

[2]Skills denoted by an asterisk (*) are in-demand new skills that exist in Skills Framework for Food Services but are to be tagged to new job roles that previously did not have the skill.

[3] Skills denoted as (^) are in-demand new skills that are currently not in Skills Framework for Food Services and are to be added from other Skills Framework.