

SKILLS FRAMEWORK FOR FOOD SERVICES

SKILLS MAP - BAKER

Sector	Food Services		
Track	Pastry and Baking		
Occupation	Executive		
Job Role	Baker		
Job Role Description	The Baker is responsible for making a wide range of baked goods. He/She prepares ingredients needed for daily production of baked goods, operates baking equipment and tools during food preparation, and guides finishing touches on products. He also supports staff's compliance with hygiene, safety and other standards, and performs food and beverage operational tasks. He is expected to execute continuous improvement activities within the workstation, and follow customer service standards to escalate feedback on service challenges through proper escalation channels. Meticulous and service-oriented, he works independently with minimal supervision, and performs as a team player in both a kitchen and commercial setting. He should be comfortable working in hot and noisy environments and meeting strict production schedules.		
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks	
	Prepare pastry and baked goods	Prepare a variety of baked goods	
		Prepare ingredients needed for daily production of baked goods	
		Operate baking equipment and tools during food preparation	
		Perform maintenance of baking equipment and areas prior to and post production of baked goods	
		Guide finishing touches of baked goods for decoration and presentation of finished products	
	Maintain hygiene, safety and standards	Support staff's compliance with the organisation's personal, food and beverage hygiene standards	
		Support staff's adherence to the organisation's food waste management Standard Operating Procedures (SOPs)	
		Support staff's compliance with the organisation's Workplace Safety and Health (WSH) policies and procedures	
	Support food and beverage operations	Open the bakery for business	
		Execute daily operational tasks according to staff roster	
		Maintain records of inventory and supplies of baked goods	
		Provide on-the-job training and performance evaluation to subordinates	
		Follow crisis response and recovery activities in accordance with business continuity policies	
	Contribute to continuous improvement	Provide recommendations for the development of new recipes to renew menus based on suggestions given	
		Provide current work processes and procedures to supervisors during process improvement reviews	
		Suggest areas for continuous improvement within workstation	
		Execute continuous improvement activities within workstation	
		Operate emerging technology and tools to improve work productivity	
	Deliver customer experience	Follow customer service standards	
		Escalate feedback on service challenges through proper escalation channels	
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)
	Bread Preparation	Level 2	Communication
	Cost and Control Management	Level 2	Interpersonal Skills
	Customer Data Analysis	Level 1	Problem Solving
	Customer Service Excellence	Level 1	Teamwork
	Emergency Response Management	Level 2	Leadership
	Food and Beverage Equipment Maintenance	Level 2	Basic
	Food and Beverage Inventory Management	Level 1	Intermediate
	Food and Beverage Production Management	Level 1	Basic
	Food and Beverage Quality Audit and Compliance	Level 2	Basic

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Skills and Competencies	Food and Beverage Recipe Formulation	Level 3	
	Food Safety and Hygiene	Level 1	
	Food Science Application	Level 3	
	Food Waste Disposal and Reduction	Level 2	
	Halal Certification Compliance for Food and Beverages Operations	Level 2	
	Legislative and Regulatory Compliance	Level 1	
	Pastry Preparation	Level 2	
	Productivity Optimisation for Food and Beverages Operations	Level 2	
	Quality Assurance Management	Level 2	
	System and Work Process Improvement	Level 1	
	Technology Application and Implementation	Level 2	
	Workplace Safety and Health for Food and Beverage Operations	Level 2	
Programme Listing	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please register to info@sphmhospitality.com		