

Food Services PWM Job Roles and Description of Duties and Responsibilities

Extracted from Annex B of Tripartite Cluster for Food Services Industry Report (15 February 2023)

The **Food/Drink Stall Assistant** prepares and/or serves simple food/drink items from food/drink counters or steam tables in food stalls (generally refers to coffeeshops, food courts, and applies to some fast-food outlets).

Duties may include:

- Prepare simple food/drinks (toasting, reheating, steaming and mixing drink ingredients)
- Serve food/drinks from kitchen to customers', where applicable
- Package food/drinks for takeaway
- Take customer orders and communicate orders to the kitchen – may be done manually, or through Point of Sale (POS) systems and other software.
- Collect payment from customers and perform other cashiering duties (e.g. issuing refunds).
- Check inventory (e.g. ensure sufficient stock of ingredients and drinks) and raise inventory orders when needed.
- Clean food preparation areas, equipment, cutlery, and crockery.

Examples: Food court stall assistant / stall helper, coffeeshop stall assistant, runner, etc.

The **Food Service Counter Attendant** prepares and/or serves simple food/drink items from food/drink counters or steam tables in food shops.

Duties may include:

- Prepare simple food/drinks (e.g. toasting, reheating, steaming, mixing, assembling) according to the establishment's standard recipes and operating procedures, where applicable.
- Serve food/drinks to customers' tables, where applicable.
- Package food/drinks for takeaway.
- Take customer orders and communicate orders to the kitchen – may be done manually, or through Point of Sale (POS) systems and other software.
- Respond to customer enquiries and provide information on food/drinks (e.g. ingredients, dietary allergens, recommendations).
- Collect payment from customers and perform other cashiering duties (e.g. issuing refunds).
- Handle commercial- or industrial-grade equipment (e.g. coffee machines, deep fryer, griddles), where applicable.
- Manage online orders (e.g. made via digital platforms).
- Check inventory (e.g. ensure sufficient stock of ingredients and drinks) and raise inventory orders when needed.
- Clean food preparation areas, equipment, cutlery, and crockery.

Examples: Fast food service crew, Food kiosks counter attendant, Bubble tea service crew, Salad counter server, roast grill counter attendant, etc.

<p>The Kitchen Assistant handles basic food preparation.</p> <p>Duties may include:</p> <ul style="list-style-type: none"> • Prepare ingredients for cooking according to the establishment's standard recipes and operating procedures, where applicable (e.g. washing, peeling, chopping, measuring, mixing, kneading). • Portion, assemble and/or package menu dishes and other food items. • Process new inventory items (e.g. receive stock, store and pack) and inventory checking (e.g. ensure sufficient stock of ingredients for a shift). • Assist Cook/Senior Cook, Manager and/or other supervisors in process improvement reviews. • Clean food preparation areas, kitchen stations, equipment, tables, cutlery, and crockery. <p>Examples: Kitchen assistant, Kitchen crew, Bakery assistant</p>	
<p>Applicable to Category A: Quick-Service Food Establishments & Supermarkets (with ready-eat stations) <u>Additional Duties</u></p> <ul style="list-style-type: none"> • Prepare food items for ready consumption (e.g. cooking, toasting, reheating). • Provide counter service (e.g. greet customers, recommend food items), where needed • Collect payment from customers and perform other cashiering duties (e.g. issuing refunds, stamping of loyalty and membership cards), where needed • Package food/drinks for takeaways 	<p>Applicable to Category B: Full-Service Food Establishments, Caterers & Central Kitchens <u>Additional Duties</u></p> <ul style="list-style-type: none"> • Assist in cooking and plating of menu dishes according to the kitchen manual, where applicable

<p>The Cook supports the preparation of menu dishes.</p> <p>Duties may include:</p> <ul style="list-style-type: none"> • Assemble ingredients and/or kitchen equipment prior to preparation of menu dishes, according to the establishment and/or senior cook's requirements, where applicable. • Apply culinary techniques to prepare food according to the establishment's standard recipes and operating procedures, where applicable. • Ensure appropriate portioning and serving size for waste control. • Supervise work output of Kitchen Assistants, where applicable. • Maintain cleanliness of kitchen stations and upkeep of cooking equipment. <p>Examples: Commis chef, Line cook</p>	
<p>Applicable to Category A: Quick-Service Food Establishments & Supermarkets (with ready-eat stations) <u>Additional Duties</u></p> <ul style="list-style-type: none"> • Prepare batches of food that are cooked to order, or kept warm until ordered and sold, where applicable. 	<p>Applicable to Category B: Full-Service Food Establishments, Caterers & Central Kitchens <u>Additional Duties</u></p> <ul style="list-style-type: none"> • Follow the Senior Cook's instructions for the preparation of menu items and meeting of other operational needs. • Support compliance with food safety and sanitation requirements, in areas such as product rotation, temperature maintenance, storage procedures, and

	food handling techniques (where applicable).
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The **Senior Cook** directs and manages the preparation of menu dishes at one or more kitchen stations

Duties may include:

- Coordinate and manage food preparation at a kitchen station.
- Apply culinary techniques to prepare food according to the establishment's standard recipes and operating procedures, where applicable.
- Plate menu dishes prior to service.
- Support the sous chef and head chef in the development of new menu dishes.
- Monitor and guide Kitchen Staff in appropriate portioning and serving size for waste control.
- May oversee one or more Kitchen Assistants, Cooks, and/or other Kitchen Staff, where applicable.
- Maintain cleanliness of kitchen stations and upkeep of cooking equipment.

Examples: Chef de Partie, Station Chef

The **Waiter** attends directly to customers' needs and supports customer-facing operations.

Duties may include:

- Prepare tables for service (e.g. clear used cutlery and crockery, wipe down tables, lay out fresh linens and cutlery, refill condiments.)
- Greet walk-in customers and escorting them to their tables.
- Respond to customer enquiries and take reservations over telephone.
- Present menu to customers at their table and provide menu information (e.g. ingredients, dietary allergens, menu recommendations).
- Take customer orders and communicate orders to the kitchen – may be done manually, or through Point of Sale (POS) systems and other software.
- Serve food/drinks from kitchen to customers.
- Package food/drinks for takeaway
- Collect payment from customers and perform other cashiering duties (e.g. issuing refunds, stamping of loyalty and membership cards).

Examples: Waiter, Banquet Server

The **Waiter Supervisor** supports the Manager by overseeing customer-facing operations.

Duties may include:

- Prepare tables for service (e.g. clear used cutlery and crockery, wipe down tables, lay out fresh linens and cutlery, refill condiments.)
- Greet walk-in customers and escorting them to their tables.
- Respond to customer enquiries and take reservations over telephone.
- Present menu to customers at their table and provide menu information (e.g. ingredients, dietary allergens, menu recommendations).
- Serve food/drinks from kitchen to customers.
- Coordinate, manage and/or train Waiters and other customer-facing employees (if any) (e.g. how to welcome customers, manage customer queries, provide menu recommendations).
- Supervise customer interactions and intervene where necessary (e.g. resolve conflict, respond to emergency, respond to customer complaint and feedback).
- Ensure compliance with regulations (e.g. SFA licensing conditions), as well as establishment's own service protocols and standards (if any).
- Schedule working shifts of Waiters and other customer-facing employees (if any) based on operational needs.
- Manage payroll and manpower budget for Waiters and other customer-facing employees.

Example: Waiter supervisor

The **Manager** bears overall responsibility for the profitability of the establishment, and oversees all of the establishment's operations, i.e. both customer-facing and back of house activities (e.g. kitchen, inventory management).

Duties may include:

- Plan, organise, and direct an establishment's operations.
- Support back of house activities and other operational support functions (e.g. customer service, shift scheduling, cashiering, closing of till, ordering inventory, office paperwork).
- Manage inventory, resource requisitions and purchases.
- Oversee staff recruitment and training.
- Implement strategies to boost staff attitudes, morale and motivation.
- Maintain food standards and quality control.
- Analyse establishment's performance and review operational processes to identify opportunities for innovation and/or application of technology, as well as improvement of work practices.
- Develop and implement strategies to achieve sales targets, tailored to customer profiles.
- Submit proposals to Management on improvements to the establishment (e.g. process improvement, repair and renovation).

Example: Restaurant manager, Outlet manager