

## Food Services PWM Job Roles and Description of Duties and Responsibilities

Extracted from Annex B of Tripartite Cluster for Food Services Industry Report (16 March 2026)

### For Employers:

- MOM requires employers to declare which PWM job role their food services worker(s) are working in based on the corresponding job descriptions below. The declaration can be done via the Occupational Employment Dataset (OED) (<https://stats.mom.gov.sg/laboursurvey>).
- If a worker performs multiple job roles, e.g., food services and delivery functions, and spends majority (i.e. more than 50%) of his/her working time in the food services job function, he/she should be classified as a food services worker and be paid the applicable PWM wage.

### For Food Services Workers:

- MOM has developed a portal for workers to check if their employer has accurately declared their PWM job role in OED and paid them the correct salary. The portal is accessible at [www.go.gov.sg/pw-portal](http://www.go.gov.sg/pw-portal) using Singpass to log in.
- Workers who require further assistance may contact MOM at tel: 6320 7722 (Mon-Fri, 8.30am-5.30pm) or email [MOM\\_OED@mom.gov.sg](mailto:MOM_OED@mom.gov.sg).

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 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, and adhere to food safety and hygiene practices.

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 (generally refers to fast food outlets, food kiosks, ready-to-eat stations at supermarkets).

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 and adhere to food safety and hygiene practices.

Examples: Fast food service crew, food kiosks counter attendant, bubble tea service crew, salad counter server, roast grill counter attendant

The **Kitchen Assistant** handles basic food preparation and adheres to food safety and hygiene practices.

Duties may include:

- 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 and cookware.
- Adhere to organisation’s Workplace Safety and Health (WSH) policies and procedures.
- Follow the organisation’s food waste management Standard Operating Procedures (SOPs).
- Operate food preparation equipment where applicable.

Examples: Kitchen assistant, kitchen crew, bakery assistant

**Applicable to Category A: Quick-Service Food Establishments & Supermarkets (with ready-eat stations)**

**Additional Duties**

- 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

**Applicable to Category B: Full-Service Food Establishments, Caterers & Central Kitchens**

**Additional Duties**

- Assist in cooking and plating of menu dishes according to the kitchen manual, where applicable.

The **Cook** supports the preparation of menu dishes and adheres to food safety and hygiene practices.

Duties may include:

- 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.
- Adhere to organisation's Workplace Safety and Health (WSH) policies and procedures.
- Operate food preparation equipment where applicable.

Examples: Commis chef, line cook

**Applicable to Category A: Quick-Service Food Establishments & Supermarkets (with ready-eat stations)**

**Additional Duties**

- Prepare batches of food that are cooked to order, or kept warm until ordered and sold, where applicable.

**Applicable to Category B: Full-Service Food Establishments, Caterers & Central Kitchens**  
**Additional Duties**

- 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).

The **Senior Cook** directs and manages the preparation of menu dishes at one or more kitchen stations, and adheres to food safety and hygiene practices.

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.
- Assist and support in recording supplies as well as food handling & storage practices.
- May supervise and guide one or more Kitchen Assistants, Cooks, and/or other Kitchen Staff, where applicable.
- Maintain cleanliness of kitchen stations and upkeep of cooking equipment.
- Oversee kitchen staff's compliance with organisation's Workplace Safety and Health (WSH) policies and procedures.

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).
- Adhere to organisation's Workplace Safety and Health (WSH) policies and procedures.

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).
- Engage customers to gather feedback and escalate issues where necessary.
- Escalate feedback on current work process and procedure for continuous improvement activities.
- Adhere to organisation's Workplace Safety and Health (WSH) policies and procedures.
- 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, F&B supervisor, Head waiter

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).
- Monitor team's adherence with the organisation's Workplace Safety and Health (WSH) policies and procedures.
- Ensure compliance with relevant regulations (e.g. SFA licensing conditions).

Example: Restaurant manager, Outlet manager