

# Singapore Workforce Skills Qualifications (WSQ) Competency Map

for

## Food & Beverage Industry

### Singapore Workforce Development Agency

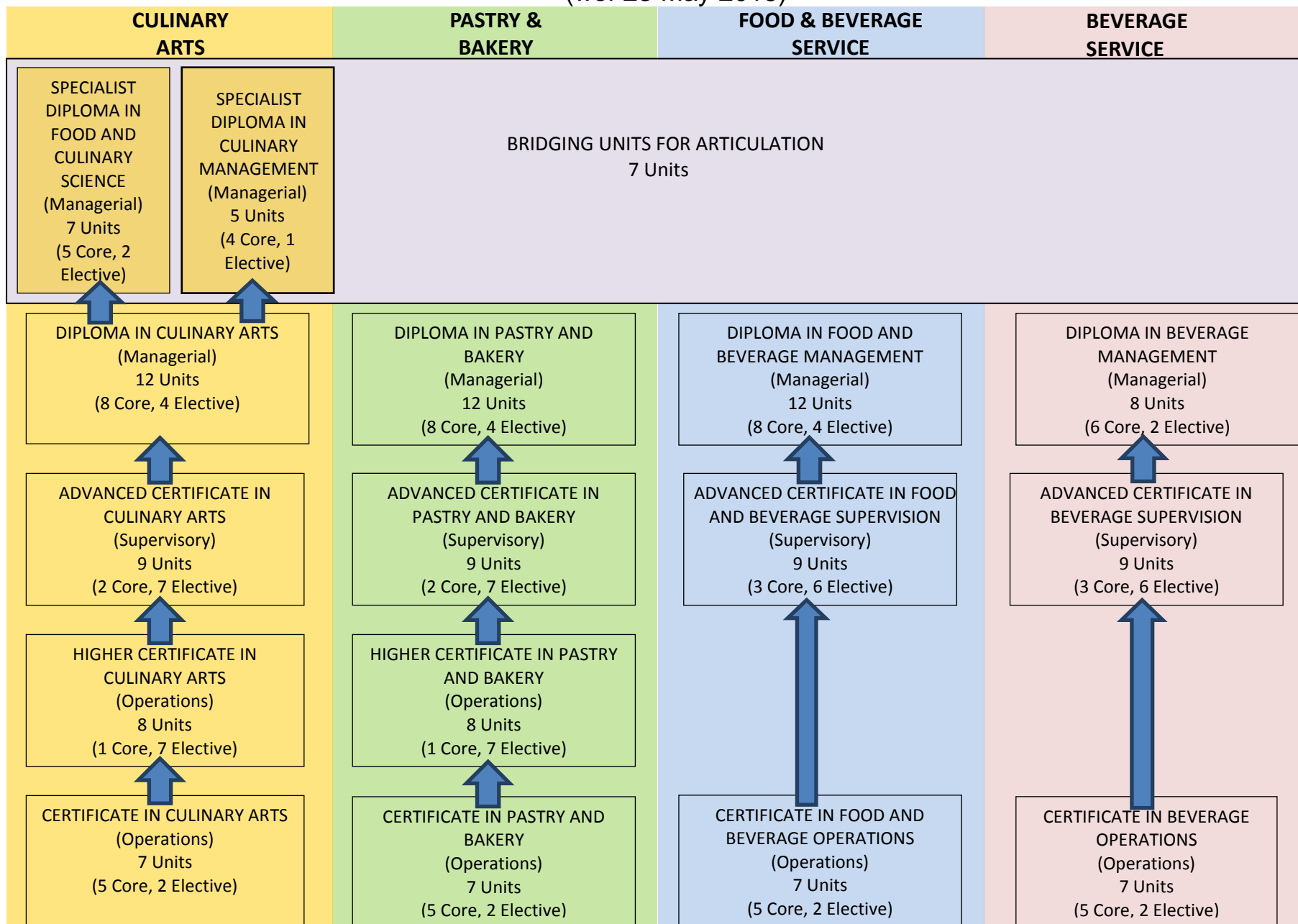
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# Levels and Titles for the Enhanced Food & Beverage Qualifications Framework (wef 23 May 2015)



# CULINARY ARTS COMPETENCY MAP

## INDUSTRY KEY PURPOSE

*To meet customer needs and expectations through delivery of quality food and beverage products and services delivered by a courteous, supported, well-trained and motivated workforce.*

## SUB SECTORS

- Restaurants
- Cafés and Bakeries
- Pubs and Bars
- Catering
- Food Courts, Hawker Centres, and Coffee Shops
- Hotel Food & Beverage Service

## SAMPLE JOB TITLE/LEVEL

### SPECIALIST DIPLOMA

- Executive Chef
- Chef de Cuisine
- Head Chef

### DIPLOMA

- Sous Chef
- 2<sup>nd</sup> Wok

### ADVANCED CERTIFICATE

- Line Cook
- Station Cook
- Chef de Partie
- 3<sup>rd</sup> Wok

### HIGHER CERTIFICATE

- Cook
- 4<sup>th</sup> Wok
- Commis

### CERTIFICATE

- Prep Cook, Commis
- Cook
- 1<sup>st</sup> or 2<sup>nd</sup> Helper

# CULINARY ARTS COMPETENCY MAP

## Certificate in Culinary Arts – 7 units

### Assumed Skills and Knowledge:

Learners are expected to demonstrate competency at level 4 for ES WSQ WPLN

To receive the Certificate in Culinary Arts, an individual must complete seven (7) units and attain at least 12 credits.

To receive the qualification specialisation in Asian Cuisine, a trainee must select two (2) elective units [lead to at least four (4) credits] from Asian Cuisine.

### 5 Core Units

1. Maintain Quality Control Procedures (16 hrs) [2]
2. Maintain Food & Beverage Production Environment (12 hrs) [1]
3. Prepare Mise En Place 1 (16 hrs) [2]
4. Maintain Safe and Secure Working Environment (16 hrs) [2]
5. Follow Food & Beverage Safety and Hygiene Policies and Procedures (8 hrs) [1]

### PLUS a trainee must complete 2 elective units leading to at least 4 credits

#### Food & Beverage Production

1. Receive and Store Products (40 hrs) [4]
2. Prepare Meat, Poultry, Fish and Seafood (30 hrs) [3]
3. Prepare Vegetables, Fruits, Nuts and Mushrooms (30 hrs) [3]
4. Grill Ready-to-Use Products (40 hrs) [4]
5. Understand Halal Food Requirements (16 hrs) [2]
6. Demonstrate Basic Moist Heat Cooking Methods (40 hrs) [4]
7. Demonstrate Basic Dry Heat Cooking Methods (40 hrs) [4]

+ To be developed

#### Sales and Marketing

1. Interact with Guests (16 hrs) [2]
2. Maintain Professional image (12 hrs) [1]

#### Asian Cuisine

1. Prepare Basic Asian Condiments (24 hrs) [3]+
2. Demonstrate Basic Asian Preparation and Techniques (30 hrs) [3]+

# CULINARY ARTS COMPETENCY MAP

## Higher Certificate in Culinary Arts – 8 units

### Assumed Skills and Knowledge:

Competency in the Certificate Level knowledge and skills, and/or two years work experience at the operations level in Food & Beverage Production.

To receive the Higher Certificate in Culinary Arts, an individual must complete **eight (8) units** and attain **at least 13 credits**.

To receive the qualification specialisation in Asian Cuisine, a trainee must select **three (3) elective units [lead to at least four (4) credits]** from Asian Cuisine.

### 1 Core Unit

Choose at least 1 unit:

1. Prepare Mise En Place 2 (56 hrs) [6]
2. Demonstrate Advanced Asian Preparation and Techniques (30hrs) [3]+

**PLUS a trainee must complete 7 elective units leading to at least 7 credits and at least 5 units must be selected from the Cuisine categories**

Asian Cuisine	Asian Cuisine	Western Cuisine	Asian Cuisine
<u>Japanese</u> 1. Prepare Japanese Sauces and Soups (24 hrs) [3] 2. Prepare Sunomono and Aemono (24 hrs) [3] 3. Prepare Japanese Noodle Dishes (24 hrs) [3] 4. Prepare Agemono (24 hrs) [3] 5. Prepare Mushimono (12 hrs) [1] 6. Prepare Sushi (40 hrs) [4] 7. Prepare Bento Set (12 hrs) [1]	<u>Indian</u> 1. Prepare Basic Indian Traditional Beverages (8 hrs) [1] 2. Prepare Basic Indian Traditional Sweetmeats (32 hrs) [3] 3. Prepare Basic Indian Snacks and Savouries (24 hrs) [3] 4. Prepare Basic Indian Breads (32 hrs) [3] 5. Prepare Basic Indian Sauces (16 hrs) [2]	1. Make Vegetable Preparations (12 hrs) [1] 2. Prepare Basic Western Stocks and Soups (24 hrs) [3] 3. Prepare Western Foundation Sauces (32 hrs) [3] 4. Prepare Western Cold Sauces (8 hrs) [1] 5. Prepare Basic Western Egg and Dairy Products (12 hrs) [1] 6. Prepare Basic Western Grains and Legumes (8 hrs) [1] 7. Prepare Pasta (16 hrs) [2] 8. Prepare Cold Plates and Garnishes (24 hrs) [3]	<u>Malay</u> 1. Prepare Malay Condiments (16 hrs) [2] 2. Prepare Malay Rice Dishes (24 hrs) [3] 3. Prepare Malay Fried Dishes (24 hrs) [3] 4. Prepare Basic Malay Vegetable Dishes (16 hrs) [2] 5. Prepare Basic Malay Deserts (16 hrs) [2]
	<u>Chinese</u> 1. Prepare Basic Chinese Appetisers (16 hrs) [2]		<u>Food &amp; Beverage Production</u> 1. Prepare Pre-mix, Frozen and Bake-off Products (16 hrs) [2]

**Service Excellence**

1. **Implement Operations for Service Excellence (16 hrs) [2]**

**Asian Cuisine**

Generic

1. **Prepare Advanced Asian Condiments (24 hrs) [3]+**
2. **Prepare Basic Asian Stocks and Soups (24 hrs) [3]+**
3. **Prepare Basic Asian Sauces (24 hrs) [3]+**
4. **Prepare Asian Herb and Spice (24 hrs) [3]+**
5. **Understand Asian Food Culture and Techniques (24 hrs) [3]+**

+ To be developed

2. Prepare Basic Chinese Rice Dishes (16 hrs) [2]
3. Prepare Basic Chinese Noodle Dishes (16 hrs) [2]
4. Prepare Basic Dim Sum Dishes (24 hrs) [3]
5. Prepare Basic Chinese Braised Dishes (16 hrs) [2]
6. Prepare Basic Chinese Deep Fried Dishes (16 hrs) [2]
7. Prepare Basic Chinese Stir Fried Dishes (16 hrs) [2]
8. Prepare Basic Chinese Soup/Broth Dishes (16 hrs) [2]
9. Prepare Basic Chinese Steamed Dishes (24 hrs) [3]
10. Prepare Basic Chinese Vegetables/Tofu Dishes (16 hrs) [2]
11. Prepare Basic Chinese Desserts (16 hrs) [2]
12. Prepare Basic Chinese Stewed Dishes (16 hrs) [2]
13. Prepare Basic Chinese Baked/BBQ Dishes (16 hrs) [2]
14. **Prepare Basic Chinese Cold Dishes (24hrs) [3]+**

9. Prepare Sandwiches (24 hrs) [3]

2. Maintain Halal Certification Requirements (8 hrs) [1]

+ To be developed

## CULINARY ARTS COMPETENCY MAP

### Advanced Certificate in Culinary Arts – 9 units

#### Assumed Skills and Knowledge:

Competency in the Certificate and Higher Certificate Level knowledge and/or two years work experience at the operations level in Food & Beverage Production.

To receive the Advanced Certificate in Culinary Arts, an individual must complete nine (9) units and attain at least 19 credits.

To receive the qualification specialisation in Asian Cuisine, a trainee must select four (4) elective units [lead to at least six (6) credits] from Asian Cuisine.

#### 2 Core Units

Choose at least 2 units

1. **Maintain Workplace Safety and Health Policies and Procedures (24 hrs) [3]**
2. **Supervise Food Production (24 hrs) [3]**
3. **Maintain Inventories (16 hrs) [2]**
4. **Supervise Staff (40 hrs) [4]**

**PLUS a trainee must complete 7 elective units leading to at least 15 credits and at least 5 units must be selected from the Cuisine categories**

Asian Cuisine	Asian Cuisine	Western Cuisine	Asian Cuisine
<p><u>Japanese</u></p> <ol style="list-style-type: none"> <li>1. Prepare Nabemono (24 hrs) [3]</li> <li>2. Prepare Donburi (16 hrs) [2]</li> <li>3. Prepare Yakimono (16 hrs) [2]</li> <li>4. Prepare Sashimi (24 hrs) [3]</li> <li>5. Prepare and Serve Teppanyaki (40 hrs) [4]</li> </ol>	<p><u>Indian</u></p> <ol style="list-style-type: none"> <li>1. Prepare South Indian Vegetarian Dishes (40 hrs) [4]</li> <li>2. Prepare South Indian Vegetarian Gravies (40 hrs) [4]</li> <li>3. Prepare North Indian Gravies (40 hrs) [4]</li> <li>4. Prepare Basic Tandoori Meats (24 hrs)* [3]</li> <li>5. Grind Wet Flour (32 hrs) [3]</li> </ol>	<ol style="list-style-type: none"> <li>1. Prepare Western Specialty Meat, Poultry, Fish and Seafood Products (40 hrs) [4]</li> <li>2. Demonstrate Western Curing Methods (16 hrs) [2]</li> <li>3. Prepare Advanced Western Soups (24 hrs) [3]</li> <li>4. Prepare Advanced Western Sauces (40 hrs) [4]</li> <li>5. Prepare Advanced Western Egg and Dairy Products (16 hrs) [2]</li> </ol>	<p><u>Malay</u></p> <ol style="list-style-type: none"> <li>1. Prepare Malay Grilled Dishes (24 hrs) [3]</li> <li>2. Prepare Malay Stew-type Dishes (32 hrs) [3]</li> <li>3. Prepare Malay Noodle Dishes (32 hrs) [3]</li> <li>4. Prepare Advanced Malay Vegetable Dishes (24 hrs) [3]</li> <li>5. Prepare Malay Gravies (16 hrs) [2]</li> </ol>



6. Prepare Nimono (24 hrs) [3]

**Asian Cuisine**

Chinese

1. Prepare Advanced Chinese Rice Dishes (16 hrs) [2]
2. Prepare Advanced Chinese Noodle Dishes (16 hrs) [2]
3. Prepare Advanced Dim Sum Dishes (24 hrs) [3]
4. Prepare Advanced Chinese Braised Dishes (16 hrs) [2]
5. Prepare Advanced Chinese Stewed Dishes (24 hrs) [3]
6. Prepare Advanced Chinese Deep Fried Dishes (16 hrs) [2]
7. Prepare Advanced Chinese Stir Fried Dishes (16 hrs) [2]
8. Prepare Advanced Chinese Soup/Broth Dishes (16 hrs) [2]
9. Prepare Advanced Chinese Steamed Dishes (16 hrs) [2]
10. Prepare Advanced Chinese Baked/Barbequed Dishes (24 hrs) [3]
11. Prepare Advanced Chinese Vegetable/Tofu Dishes (16 hrs) [2]
12. Prepare Advanced Chinese Desserts (16 hrs) [2]
13. Prepare Advanced Chinese Appetisers (16 hrs) [2]
14. Prepare Basic Cantonese Cuisine (24 hrs) [3]+
15. Prepare Advanced Cantonese Cuisine (16 hrs) [2]+
16. Prepare Basic Fujian Cuisine (24 hrs) [3]+
17. Prepare Advanced Fujian Cuisine (16 hrs) [2]+
18. Prepare Basic Teo Chew Cuisine (24 hrs) [3]+

6. Prepare Masala and Curry Paste (16 hrs) [2]
7. Prepare Thosay (32 hrs) [3]
8. Prepare Special Rice (40 hrs) [4]
9. Prepare South Indian Fish/Meat Dishes (24 hrs) [3]
10. Prepare South Indian Non-vegetarian Gravies (24 hrs) [3]

*\*Note: Before taking training in 'FB-FBP-318E-0 Prepare Basic Tandoori Meats', an individual is required to demonstrate competency in 'FB-FBP-320E-0 Prepare Masala and Curry Paste' and in 'FB-FBP-106E-0 Prepare Meat, Poultry, Fish and Seafood'.*

**Food & Beverage Production**

1. Supervise Dishwashing Services (16 hrs) [2]
2. Demonstrate Advanced Moist Heat Cooking Techniques (48 hrs) [5]
3. Demonstrate Advanced Dry Heat Cooking Techniques (48 hrs) [5]

**Asian Cuisine**

Generic

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Prepare Basic Asian Sweets and Desserts (24 hrs) [3]+</li> </ol>   | <ol style="list-style-type: none"> <li>2. Prepare Advanced Asian Sweets and Desserts (24 hrs) [3]+</li> </ol>  |
| <u>Other Ethnic</u>  |  |
| <ol style="list-style-type: none"> <li>1. Prepare Basic Peranakan Cuisine (24 hrs) [3]+</li> <li>2. Prepare Advanced Peranakan Cuisine (24 hrs) [3]+</li> <li>3. Prepare Basic Thai Cuisine (24 hrs) [3]+</li> <li>4. Prepare Advanced Thai Cuisine (24 hrs) [3]+</li> </ol> | <ol style="list-style-type: none"> <li>5. Prepare Basic Korean Cuisine (24 hrs) [3]+</li> <li>6. Prepare Advanced Korean Cuisine (24 hrs) [3]+</li> <li>7. Prepare Basic Vietnamese Cuisine (24 hrs) [3]+</li> <li>8. Prepare Advanced Vietnamese Cuisine (24 hrs) [3]+</li> </ol> |

6. Prepare Western Specialty Grain Products (16 hrs) [2]
7. Prepare Advanced Western Salads and Garnishes (32 hrs) [3]

**Risk Management**

1. Conduct Food & Beverage Hygiene Audit (24 hrs) [3]
2. Implement Loss Prevention (10 hrs) [1]
3. Implement Risk Management Plans (24 hrs) [3]
4. Apply Food Safety Management System for Food Service Establishments (19 hrs) [2]

**Sales and Marketing**

1. Implement Marketing Strategies (40 hrs) [4]

**Business Planning and Finance**

1. Monitor Income and Expenses (24 hrs) [3]

6. Prepare Malay Sauces (32 hrs) [3]
7. Prepare Advanced Malay Desserts (24 hrs) [3]

**Human Resource Management**

1. Conduct Orientation and Training (32 hrs) [3]

**Outlet and Equipment Management**

1. Manage Site/Outlet and Equipment Maintenance Plans (32 hrs) [3]

**Service Excellence**

1. Manage Operations for Service Excellence (16 hrs) [2]
2. Establish Relationships for Customer Confidence (16 hrs) [2]
3. Coach for Service Performance (16 hrs) [2]
4. Manage Service Performance (16 hrs) [2]

+ To be developed

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- 19. Prepare Advanced Teo Chew Cuisine (16 hrs) [2]+
  - 20. Prepare Basic Szechuan Cuisine (24 hrs) [3]+
  - 21. Prepare Advanced Szechuan Cuisine (16 hrs) [2]+

+ To be developed

## CULINARY ARTS COMPETENCY MAP

### Diploma in Culinary Arts – 12 units

#### Assumed Skills and Knowledge:

Competency in the Higher Certificate and Advanced Certificate Levels of knowledge and skills, and/or two years work experience at the supervisory or management level in the Food & Beverage Industry.

To receive the Diploma in Culinary Arts, an individual must complete **12 units** and attain **at least 27 credits**. To receive the qualification specialisation in Asian Cuisine, a trainee must select **four (4) core units [lead to at least nine (9) credits]** from Asian Cuisine.

**A trainee must complete 8 core units leading to 20 credits, and at least 6 units must be selected from the Cuisine specialisation or Asian Cuisine**

Core Units	Cuisine Specialisation	<u>Asian Cuisine</u>
<ol style="list-style-type: none"> <li>1. <b>Manage Workplace Safety and Health System (24 hrs) [3]</b></li> <li>2. <b>Manage Cost and Quality Controls (16 hrs) [2]</b></li> <li>3. <b>Develop Menu (8 hrs) [1]</b></li> <li>4. <b>Manage Food &amp; Beverage Operations (24 hrs) [3]</b></li> <li>5. <b>Comply with Legal Requirements (12 hrs) [1]</b></li> <li>6. <b>Develop and Implement Budget (40 hrs) [4]</b></li> <li>7. <b>Administer Purchasing and Receiving Procedures (16 hrs) [2]</b></li> <li>8. <b>Manage Training (24 hrs) [3]</b></li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Use Herbs &amp; Spices in Various Cuisine Preparation and Presentation (16 hrs) [2]</b></li> <li>2. <b>Prepare Herb &amp; Spice Blends of Various Cuisines (20 hrs) [2]</b></li> <li>3. <b>Carve Fruits and Vegetable for Food Presentation (20 hrs) [2]</b></li> <li>4. <b>Produce La Mien and Prepare the Dishes (16 hrs) [2]</b></li> <li>5. <b>Master Recipes from Various Cuisines (80 hrs) [8]</b></li> <li>6. <b>Apply Sensory Analysis to Food &amp; Beverage Preparation and Presentation (16 hrs) [2]</b></li> </ol> <p style="text-align: center;"><u>Asian Cuisine</u></p> <ol style="list-style-type: none"> <li>7. <b>Prepare Advanced Asian Sweets and Desserts (24 hrs) [3]+</b></li> <li>8. <b>Prepare Basic Cantonese Cuisine (24 hrs) [3]+</b></li> <li>9. <b>Prepare Advanced Cantonese Cuisine (16 hrs) [2]+</b></li> <li>10. <b>Prepare Basic Fujian Cuisine (24 hrs) [3]+</b></li> <li>11. <b>Prepare Advanced Fujian Cuisine (16 hrs) [2]+</b></li> </ol>	<ol style="list-style-type: none"> <li>12. <b>Prepare Basic Teo Chew Cuisine (24 hrs) [3]+</b></li> <li>13. <b>Prepare Advanced Teo Chew Cuisine (16 hrs) [2]+</b></li> <li>14. <b>Prepare Basic Szechuan Cuisine (24 hrs) [3]+</b></li> <li>15. <b>Prepare Advanced Szechuan Cuisine (16 hrs) [2]+</b></li> <li>16. <b>Prepare Basic Peranakan Cuisine (24 hrs) [3]+</b></li> <li>17. <b>Prepare Advanced Peranakan Cuisine (24 hrs) [3]+</b></li> <li>18. <b>Prepare Basic Thai Cuisine (24 hrs) [3]+</b></li> <li>19. <b>Prepare Advanced Thai Cuisine (24 hrs) [3]+</b></li> <li>20. <b>Prepare Basic Korean Cuisine (24 hrs) [3]+</b></li> <li>21. <b>Prepare Advanced Korean Cuisine (24 hrs) [3]+</b></li> <li>22. <b>Prepare Basic Vietnamese Cuisine (24 hrs) [3]+</b></li> <li>23. <b>Prepare Advanced Vietnamese Cuisine (24 hrs) [3]+</b></li> <li>24. <b>Prepare Singapore Heritage Food (40 hrs) [4]+</b></li> </ol>

+ To be developed

**PLUS a trainee must complete 4 elective units leading to at least 7 credits**

**Food & Beverage Production**

1. Understand Nutritional Knowledge and Dietary Requirements (16 hrs) [2]
2. Demonstrate Sous Vide Method (32 hrs) [3]
3. Demonstrate Cook & Chill Method (32 hrs) [3]
4. Demonstrate Regeneration Process (32 hrs) [3]

**Outlet and Equipment Management**

1. Manage Site/Outlet and Equipment Maintenance (40 hrs) [4]

**Leadership and People Management**

1. Enable People (30 hrs) [3]
2. Develop Personal Effectiveness (40 hrs) [4]
3. Master Personal Effectiveness (40 hrs) [4]
4. Foster Business Relationship (40 hrs) [4]

**Human Resource Management**

1. Supervise Staff (40 hrs) [4]
2. Hire Staff (24 hrs) [3]
3. Appraisal/Evaluate Staff (16 hrs) [2]
4. Handle Terminations, Dismissals and Resignations (24 hrs) [3]
5. Establish Human Resource Management Plan (32 hrs) [3]
6. Manage Human Resources in Union Environment (16 hrs) [2]
7. Conduct Coaching and Supervision Skills (24 hrs) [3]+

**Risk Management**

1. Manage Compliance with Food and Beverage Hygiene Policies and Procedures (24 hrs) [3]
2. Manage Loss Prevention (10 hrs) [1]
3. Develop Risk Management Plans (24 hrs) [3]

**Business Planning and Finance**

1. Develop Franchising Strategies (32 hrs) [3]
2. Manage Food Stall Operators (24 hrs) [3]
3. Develop and Implement Business Strategies (40 hrs) [4]
4. Manage Insurance Services (16 hrs) [2]

**Service Excellence**

1. Innovate the Customer Experience (16 hrs) [2]
2. Develop Service Operations (16 hrs) [2]

**Sales and Marketing**

1. Conduct Situational Analysis (35 hrs) [4]
2. Develop Marketing Strategies (40 hrs) [4]
3. Monitor Marketing Strategies (40 hrs) [4]
4. Develop Relationships with New Corporate Clients (25 hrs) [3]
5. Optimise Sales (24 hrs) [3]
6. Direct Media Activities (16 hrs) [2]
7. Develop and Oversee Public Relations Strategies (30 hrs) [3]

**Strategy Planning and Implementation**

1. Research and Analyse Business Opportunities (20 hrs) [2]
2. Implement a Business Plan (20 hrs) [2]
3. Write a Business Plan (20 hrs) [2]

+ To be developed

## CULINARY ARTS COMPETENCY MAP

### Specialist Diploma in Culinary Management – 5 units

#### Assumed Skills and Knowledge:

Competency in Diploma Levels of knowledge and skills (or equivalent), and/or two years work experience at the management level in the Food & Beverage Industry.

To receive the Specialist Diploma in Culinary Management, an individual must complete five (5) units and attain at least 15 credits.

#### 4 Core Units

1. Apply Procurement management and Inventory Control (30 hrs) [3]+
2. Apply Food Service Operations Management (30 hrs) [3]+
3. Perform Culinary Application and Techniques (30 hrs) [3]+
4. Apply Tools, Techniques and Measurements in Productivity (30 hrs) [3]+

#### 1 Elective Unit

1. Plan and Develop Menu (30 hrs) [3]+

## CULINARY ARTS COMPETENCY MAP

### Specialist Diploma in Food and Culinary Science– 7 units

#### Assumed Skills and Knowledge:

Competency in Diploma Levels of knowledge and skills (or equivalent), and/or two years work experience at the management level in the Food & Beverage Industry.

To receive the Specialist Diploma in Culinary Management, an individual must complete **seven (7) units** and attain **at least 20 credits**.

#### 5 Core Units

1. Master Cook-chill Methods for Asian Cuisines (30 hrs) [3]+
2. Master Culinary Trends and Techniques in Asian Cuisines (30 hrs) [3]+
3. Develop New Dishes Using Culinary Science and Techniques (30 hrs) [3]+
4. Innovate with New Culinary Ingredients (24 hrs) [3]+
5. Apply Tools, Techniques and Measurements for Productivity (30 hrs) [3]+

#### 2 Elective Units

1. Interpret Culinary Nutrition (24hrs) [3]+
2. Apply Sensory Analysis to Food & Beverage Preparation and Presentation (16 hrs) [2]

+ To be developed

# PASTRY AND BAKERY COMPETENCY MAP

## INDUSTRY KEY PURPOSE

*To meet customer needs and expectations through delivery of quality food and beverage products and services delivered by a courteous, supported, well-trained and motivated workforce.*

## SUB SECTORS

- Restaurants
- Cafés and Bakeries
- Pubs and Bars
- Catering
- Food Courts, Hawker Centres, and Coffee Shops
- Hotel Food & Beverage Service

## SAMPLE JOB TITLE/LEVEL

### DIPLOMA

- Pastry Chef
- Head Baker

### ADVANCED CERTIFICATE

- Baker
- Assistant Pastry Chef

### HIGHER CERTIFICATE

- Assistant Baker
- Pastry Cook

### CERTIFICATE

- Assistant Baker
- Pastry Cook

# PASTRY AND BAKERY COMPETENCY MAP

## Certificate in Pastry and Bakery – 7 units

### Assumed Skills and Knowledge:

Learners are expected to demonstrate competency at level 4 for ES WSQ WPLN

### 5 Core Units

1. Maintain Quality Control Procedures (16 hrs) [2]
2. Maintain Food & Beverage Production Environment (12 hrs) [1]
3. Prepare Mise En Place 1 (16 hrs) [2]
4. Maintain Safe and Secure Working Environment (16 hrs) [2]
5. Follow Food & Beverage Safety and Hygiene Policies and Procedures (8 hrs) [1]

**PLUS a trainee must complete 2 elective units leading to at least 4 credits**

#### Pastry and Bakery

1. Prepare Deep Fried Ready-to-Use Products (32 hrs) [3]
2. Bread and Deep Fry Chilled Products (32 hrs) [3]
3. Prepare Soft Serve Products (24 hrs) [3]
4. Demonstrate Baking Techniques, Mixing Methods, and Piping Skills (36 hrs) [4]
5. Prepare Pre-mix, Frozen and Bake-off Products (8 hrs) [1]

#### Sales and Marketing

1. Interact with Guests (16 hrs)\* [2]



## PASTRY AND BAKERY COMPETENCY MAP

### Higher Certificate in Pastry and Bakery – 8 units

**Assumed Skills and Knowledge:**

Competency in the Certificate Level knowledge and skills, and/or two years work experience at the operations level in Food & Beverage Production

**1 Core Unit**

**1. Conduct Baking Ingredients Experiments (36 hrs) [4]**

**PLUS a trainee must complete 7 elective units leading to at least 12 credits and at least 5 units must be selected from the Pastry and Bakery/Asian Pastry and Desserts categories**

Pastry and Bakery
1. Prepare Basic Breads (32 hrs) [3]
2. Prepare Basic Cakes (32 hrs) [3]
3. Prepare Short-crust Pastry (32 hrs) [3]
4. Prepare Pre-mix, Frozen and Bake-off Products (8 hrs) [1]
5. Prepare Muffins and Scones (24 hrs) [3]
6. Prepare Cookies (24 hrs) [3]
7. Prepare Pancakes, Crepes and Waffles (12 hrs) [1]
8. Prepare Sweet and Savoury Fillings, Sauces and Creams (24 hrs) [3]
9. Prepare Icing, Chocolate and Glazes (32 hrs) [3]

Asian Pastry and Desserts
1. Prepare Basic Indian Breads (32 hrs) [3]
2. Prepare Basic Malay Deserts (16 hrs) [2]
3. Prepare Basic Chinese Desserts (16 hrs) [2]

Food & Beverage Production
1. Maintain Halal Certification Requirements (8 hrs) [1]

Service Excellence
1. Implement Operations for Service Excellence (16 hrs) [2]

## PASTRY AND BAKERY COMPETENCY MAP

### Advanced Certificate in Pastry and Bakery – 9 units

#### Assumed Skills and Knowledge:

Competency in the Certificate and Higher Certificate Level knowledge and/or two years work experience at the operations level in Food & Beverage Production.

#### 2 Core Units

Choose at least 2 units

1. **Maintain Workplace Safety and Health Policies and Procedures (24 hrs) [2]**
2. **Supervise Food Production (24 hrs) [3]**
3. **Maintain Inventories (16 hrs) [2]**
4. **Supervise Staff (40 hrs) [4]**

**PLUS a trainee must complete 7 elective units leading to at least 17 credits and at least 5 units must be selected from Pastry and Bakery / Asian Pastry and Desserts categories**

<b>Pastry and Bakery</b>	
1.	Prepare Sweet and Savoury Fillings, Sauces and Creams (24 hrs) [3]
2.	Prepare Café Style Breads (32 hrs) [3]
3.	Prepare Puff Pastries (24 hrs) [3]
4.	Prepare Yeast-raised Pastries (24 hrs) [3]
5.	Prepare Choux Pastries (24 hrs) [3]
6.	Prepare Hot and Cold Desserts (32 hrs) [3]
7.	Prepare Advanced Cakes (32 hrs) [3]

<b>Asian Pastry and Deserts</b>	
1.	Grind Wet Flour (32 hrs) [3]
2.	Prepare Thosay (32 hrs) [3]
3.	Prepare Advanced Malay Desserts (24 hrs) [3]
4.	Prepare Advanced Chinese Desserts (16 hrs) [2]

<b>Food &amp; Beverage Production</b>	
1.	Supervise Dishwashing Services (16 hrs) [2]

<b>Human Resource Management</b>	
1.	Conduct Orientation and Training (32 hrs) [3]

<b>Risk Management</b>	
1.	Conduct Food & Beverage Hygiene Audit (24 hrs) [3]
2.	Implement Loss Prevention (10 hrs) [1]
3.	Implement Risk Management Plans (24 hrs) [3]
4.	Apply Food Safety Management System for Food Service Establishments (19 hrs) [2]

<b>Business Planning and Finance</b>	
1.	Monitor Income and Expenses (24 hrs) [3]

<b>Sales and Marketing</b>	
1.	Implement Marketing Strategies (40 hrs) [4]

<b>Outlet and Equipment Management</b>	
1.	Manage Site/Outlet and Equipment Maintenance Plans (32 hrs) [3]

<b>Service Excellence</b>	
1.	Manage Operations for Service Excellence (16 hrs) [2]
2.	Establish Relationships for Customer Confidence (16 hrs) [2]
3.	Coach for Service Performance (16 hrs) [2]
4.	Manage Service Performance (16 hrs) [2]

## PASTRY AND BAKERY COMPETENCY MAP

### Diploma in Pastry and Bakery 12 units

#### Assumed Skills and Knowledge:

Competency in the Higher Certificate and Advanced Certificate Levels of knowledge and skills, and/or two years work experience at the supervisory or management level in the Food & Beverage Industry.

A trainee must complete 8 core units leading to 17 credits, and at least 6 units must be selected from the Pastry and Bakery specialisation

1. **Manage Workplace Safety and Health System (24 hrs) [3]**
2. **Manage Cost and Quality Controls (16 hrs) [2]**
3. **Develop Menu (8 hrs) [1]**
4. **Manage Food & Beverage Operations (24 hrs) [3]**
5. **Comply with Legal Requirements (12 hrs) [1]**
6. **Develop and Implement Budget (40 hrs) [4]**
7. **Administer Purchasing and Receiving Procedures (16 hrs) [2]**
8. **Manage Training (24 hrs) [3]**

#### Pastry and Bakery Specialisation

1. **Master Sugar Work Techniques (32 hrs) [3]**
2. **Prepare Marzipan Decorations (18 hrs) [2]**
3. **Fabricate Chocolate Decorations (18 hrs) [2]**
4. **Prepare Advanced Entremets and Tarts (24 hrs) [3]**
5. **Prepare Advanced Petit Fours and Macaroons (24 hrs) [3]**
6. **Prepare Advanced Confectionery (24 hrs) [3]**
7. **Develop Ice Cream Recipes (24 hrs) [3]**

**PLUS a trainee must complete 4 elective units leading to at least 7 credits**

<b>Pastry and Bakery</b>	
1.	Bake Artisan Bread (32 hrs) [3]
2.	Design Contemporary Plated Desserts (32 hrs) [3]
3.	Develop Chocolate Artistry (32 hrs) [3]
4.	Bake for Health (24hrs) [3]

<b>Food &amp; Beverage Production</b>	
1.	Understand Nutritional Knowledge and Dietary Requirements (16 hrs) [2]

<b>Outlet and Equipment Management</b>	
1.	Manage Site/Outlet and Equipment Maintenance (40 hrs) [4]

<b>Human Resource Management</b>	
1.	Supervise Staff (40 hrs) [4]
2.	Hire Staff (24 hrs) [3]
3.	Appraise/Evaluate Staff (16 hrs) [2]
4.	Handle Terminations, Dismissals and Resignations (24 hrs) [3]
5.	Establish Human Resource Management Plan (32 hrs) [3]
6.	Manage Human Resources in Union Environment (16 hrs) [2]

<b>Business Planning and Finance</b>	
1.	Develop Franchising Strategies (32 hrs) [3]
2.	Manage Food Stall Operators (24 hrs) [3]
3.	Develop and Implement Business Strategies (40 hrs) [4]
4.	Manage Insurance Services (16 hrs) [2]

<b>Sales and Marketing</b>	
1.	Conduct Situational Analysis (35 hrs) [4]
2.	Develop Marketing Strategies (40 hrs) [4]
3.	Monitor Marketing Strategies (40 hrs) [4]
4.	Develop Relationships with New Corporate Clients (25 hrs) [3]
5.	Optimise Sales (24 hrs) [3]
6.	Direct Media Activities (16 hrs) [2]
7.	Develop and Oversee Public Relations Strategies (30 hrs) [3]

<b>Risk Management</b>	
1.	Manage Compliance with Food and Beverage Hygiene Policies and Procedures (24 hrs) [3]
2.	Manage Loss Prevention (10 hrs) [1]
3.	Develop Risk Management Plans (24 hrs) [3]

<b>Service Excellence</b>	
1.	Innovate the Customer Experience (16 hrs) [2]
2.	Develop Service Operations (16 hrs) [2]

<b>Leadership and People Management</b>	
1.	Enable People (30 hrs) [3]
2.	Develop Personal Effectiveness (40 hrs) [4]
3.	Master Personal Effectiveness (40 hrs) [4]
4.	Foster Business Relationship (40 hrs) [4]

# FOOD & BEVERAGE SERVICE COMPETENCY MAP

## INDUSTRY KEY PURPOSE

*To meet customer needs and expectations through delivery of quality food and beverage products and services delivered by a courteous, supported, well-trained and motivated workforce.*

## SUB SECTORS

- Restaurants
- Cafés and Bakeries
- Pubs and Bars
- Catering
- Food Courts, Hawker Centres, and Coffee Shops
- Hotel Food & Beverage Service

## SAMPLE JOB TITLE/LEVEL

### DIPLOMA

- Restaurant Manager
- Dining Room Manager
- Maitre d
- Catering Manager
- Operations Manager
- Senior Operations Manager
- Food Court Outlet Manager

### ADVANCED CERTIFICATE

- Team Leader
- Captain
- F&B Supervisor
- Head Waiter

### CERTIFICATE

- Runner
- Back Server
- Waiter
- Waitress
- Server
- Service Crew

## FOOD & BEVERAGE SERVICE COMPETENCY MAP

### Certificate in Food & Beverage Operations – 7 units

**Assumed Skills and Knowledge:**  
Learners are expected to demonstrate competency at level 4 for ES WSQ WPLN

#### 5 Core Units

1. Maintain Food & Beverage Service Environment (16 hrs) [2]
2. Prepare and Serve Coffee and Tea (12 hrs) [1]
3. Prepare Non-alcoholic Beverages (16 hrs) [2]
4. Interact With and Serve F&B Guests (24 hrs) [3]
5. Follow Food & Beverage Safety and Hygiene Policies and Procedures (8 hrs) [1]

**PLUS a trainee must complete 2 elective units leading to at least 3 credits**

Food & Beverage Service
1. Prepare for Service (Mise En Place) (16 hrs) [2]
2. Set Up Venue/Site (16 hrs) [2]
3. Provide Room Service (24 hrs) [3]
4. Provide Buffet Service (32 hrs) [3]
5. Perform Hosting Duties (16 hrs) [2]
6. Provide Counter/Take-Away Service (16 hrs) [2]
7. Provide Food & Beverage Delivery Service (8 hrs) [1]
8. Process Payments (8 hrs) [1]

Food & Beverage Production
1. Prepare Soft Serve Products (24 hrs) [3]

Risk Management
1. Provide Safety and Security for Guests (12 hrs) [1]

Sales and Marketing
1. Maintain Displays (16 hrs) [2]

## FOOD & BEVERAGE SERVICE COMPETENCY MAP

### Advanced Certificate in Food & Beverage Supervision – 9 units

#### Assumed Skills and Knowledge:

Competency in the Certificate Level knowledge and skills, and/or two years work experience at the operations or supervisory level in Food & Beverage Service

#### 3 Core Units

Choose at least 3 units

1. **Maintain Workplace Safety and Health Policies and Procedures (24 hrs) [3]**
2. **Co-ordinate Food & Beverage Service (32 hrs) [3]**
3. **Provide Quality Control for Service (32 hrs) [3]**
4. **Maintain Inventories (16 hrs) [2]**
5. **Conduct Orientation and Training (32 hrs) [3]**
6. **Supervise Staff (40 hrs) [4]**



**PLUS a trainee must complete 6 elective units leading to at least 13 credits and at least 3 units must be selected from Food & Beverage Service Category**

<b>Food &amp; Beverage Service</b>	
1.	Provide Tobacco Service (24 hrs) [3]
2.	Provide Table-Side Service (24 hrs) [3]
3.	Provide Catering Service (40 hrs) [4]
4.	Provide Essentials of Dining Room Service (54 hrs) [6]
5.	Coordinate Catering (40 hrs) [4]
6.	Supervise Room Service (24 hrs) [3]
7.	Supervise Bar Service (24 hrs) [3]
8.	Provide Advanced Dining Room Service Procedures (54hrs) [6]

<b>Beverage Service</b>	
1.	Provide Specialty Coffee Service (24 hrs) [3]
2.	Provide Specialty Tea Service (24 hrs) [3]
3.	Provide Hot Beverage Service (18 hrs) [2]

<b>Sales and Marketing</b>	
1.	Sell Banquets/Catering Events (40 hrs) [4]
2.	Implement Marketing Strategies (40 hrs) [4]
3.	Implement Media Activities (20 hrs) [2]

<b>Food &amp; Beverage Production</b>	
1.	Maintain Halal Certification Requirements (8 hrs) [1]

<b>Service Excellence</b>	
1.	Manage Operations for Service Excellence (16 hrs) [2]
2.	Establish Relationships for Customer Confidence (16 hrs) [2]
3.	Coach for Service Performance (16 hrs) [2]
4.	Manage Service Performance (16 hrs) [2]

<b>Risk Management</b>	
1.	Conduct Food & Beverage Hygiene Audit (24 hrs) [3]
2.	Implement Loss Prevention (10 hrs) [1]
3.	Implement Risk Management Plans (24 hrs) [3]
4.	Apply Food Safety Management System for Food Service Establishments (19 hrs) [2]

<b>Outlet and Equipment Management</b>	
1.	Implement Site/Outlet and Equipment Maintenance Plans (32 hrs) [3]

<b>Business Planning and Finance</b>	
1.	Monitor Income and Expenses (24 hrs) [3]

## FOOD & BEVERAGE SERVICE COMPETENCY MAP

### Diploma in Food & Beverage Management – 12 units

#### Assumed Skills and Knowledge:

Competency in the Certificate and Advanced Certificate levels of knowledge and skills, and/or two years work experience at the supervisory or management level in the Food & Beverage Service

#### 8 Core Units

1. **Manage Workplace Safety and Health (24 hrs) [3]**
2. **Manage Cost and Quality Controls (16 hrs) [2]**
3. **Manage Guest Service (32 hrs) [3]**
4. **Manage Food & Beverage Operations (24 hrs) [3]**
5. **Comply with Legal Requirements (12 hrs) [1]**
6. **Develop and Implement Budget (40 hrs) [4]**
7. **Administer Purchasing and Receiving Procedures (16 hrs) [2]**
8. **Manage Training (24 hrs) [3]**
9. **Hire Staff (24 hrs) [3]**
10. **Appraise/Evaluate Staff (16 hrs) [2]**
11. **Handle Terminations, Dismissals and Resignations (24 hrs) [3]**
12. **Optimise Sales (24 hrs) [3]**

**PLUS a trainee must complete 4 elective units leading to at least 7 credits**

<b>Food &amp; Beverage Service</b>	
1.	Manage Catering (24 hrs) [3]
2.	Plan Special Events (32 hrs) [3]
3.	Provide Formal Classical Dining Service (32hrs) [3]
4.	Provide Advanced Buffet and Special Functions Operations (32hrs) [3]
5.	Design Restaurant Concepts (24hrs) [3]

<b>Risk Management</b>	
1.	Manage Compliance with Food and Beverage Hygiene Policies and Procedures (24 hrs) [3]
2.	Manage Loss Prevention (10 hrs) [1]
3.	Develop Risk Management Plans (24 hrs) [3]

<b>Leadership and People Management</b>	
1.	Enable People (30 hrs) [3]
2.	Develop Personal Effectiveness (40 hrs) [4]
3.	Master Personal Effectiveness (40 hrs) [4]
4.	Foster Business Relationship (40 hrs) [4]

<b>Food &amp; Beverage Production</b>	
1.	Understand Nutritional Knowledge and Dietary Requirements (16 hrs) [2]

<b>Sales and Marketing</b>	
1.	Conduct Situational Analysis (35 hrs) [4]
2.	Develop Marketing Strategies (40 hrs) [4]
3.	Monitor Marketing Strategies (40 hrs) [4]
4.	Develop Relationships with New Corporate Clients (25 hrs) [3]
5.	Direct Media Activities (16 hrs) [2]
6.	Develop and Oversee Public Relations Strategies (30 hrs) [3]

<b>Human Resource Management</b>	
1.	Establish Human Resource Management Plan (32 hrs) [3]
2.	Manage Human Resources in Union Environment (16 hrs) [2]

<b>Outlet and Equipment Management</b>	
1.	Manage Site/Outlet and Equipment Maintenance (40 hrs) [4]

<b>Service Excellence</b>	
1.	Innovate the Customer Experience (16 hrs) [2]
2.	Develop Service Operations (16 hrs) [2]

<b>Business Planning and Finance</b>	
1.	Develop Franchising Strategies (32 hrs) [3]
2.	Manage Food Stall Operators (24 hrs) [3]
3.	Develop and Implement Business Strategies (40 hrs) [4]
4.	Manage Insurance Services (16 hrs) [2]

# BEVERAGE SERVICE COMPETENCY MAP

## INDUSTRY KEY PURPOSE

*To meet customer needs and expectations through delivery of quality food and beverage products and services delivered by a courteous, supported, well-trained and motivated workforce.*

## SUB SECTORS

- Restaurants
- Cafés and Bakeries
- Pubs and Bars
- Catering
- Food Courts, Hawker Centres, and Coffee Shops
- Hotel Food & Beverage Service

## SAMPLE JOB TITLE/LEVEL

### DIPLOMA

- Bar Operations Manager
- Head Bartender
- F&B Manager
- Sommelier

### ADVANCED CERTIFICATE

- Bartender Supervisor
- Wine Specialist

### CERTIFICATE

- Bartender
- Wine Server

## BEVERAGE SERVICE COMPETENCY MAP

### Certificate in Beverage Operations – 7 units

**Assumed Skills and Knowledge:**  
Learners are expected to demonstrate competency at level 4 for ES WSQ WPLN

#### 5 Core Units

1. Maintain Food & Beverage Service Environment (16 hrs) [2]
2. Prepare and Serve Coffee and Tea (12 hrs) [1]
3. Prepare Non-alcoholic Beverages (16 hrs) [2]
4. Interact With and Serve F&B Guests (24 hrs) [3]
5. Follow Food & Beverage Safety and Hygiene Policies and Procedures (8 hrs) [1]

**PLUS a trainee must complete 2 elective units leading to at least 4 credits**

Beverage Service
1. Prepare for Beverage Service (Mise En Place) (24 hrs) [3]
2. Study and Serve Wine (16 hrs) [2]
3. Study and Serve Spirits (16 hrs) [2]
4. Provide Wine Service (40 hrs) [4]

Risk Management
1. Provide Safety and Security for Guests (12 hrs) [1]

Sales and Marketing
1. Maintain Displays (16 hrs) [2]

## BEVERAGE SERVICE COMPETENCY MAP

### Advanced Certificate in Beverage Supervision – 9 units

#### Assumed Skills and Knowledge:

Competency in the Certificate Level knowledge and skills, and/or two years work experience at the operations or supervisory level in Food & Beverage Service

#### 3 Core Units

Choose at least 3 units

1. **Maintain Workplace Safety and Health Policies and Procedures (24 hrs) [3]**
2. **Co-ordinate Food & Beverage Service (32 hrs) [3]**
3. **Provide Quality Control for Service (32 hrs) [3]**
4. **Conduct Orientation and Training (32 hrs) [3]**
5. **Supervise Staff (40 hrs) [4]**
6. **Maintain Inventories (16 hrs) [2]**

**PLUS a trainee must complete 6 elective units leading to at least 12 credits and at least 3 units must be selected from Beverage Service Category**

<b>Beverage Service</b>	
1.	Prepare and Serve Alcoholic Beverages (32 hrs) [3]
2.	Provide Specialty Coffee Service (24 hrs) [3]
3.	Provide Specialty Tea Service (24 hrs) [3]
4.	Provide Hot Beverage Service (18 hrs) [2]
5.	Prepare Alcoholic Drinks for Service (32 hrs) [3]
6.	Study Spirits (24 hrs) [3]
7.	Study Wine and Spirits (32 hrs) [3]

<b>Food &amp; Beverage Service</b>	
1.	Provide Essentials of Dining Room Service (54 hrs) [5]

<b>Business Planning and Finance</b>	
1.	Monitor Income and Expenses (24 hrs) [3]

<b>Outlet and Equipment Management</b>	
1.	Implement Site/Outlet and Equipment Maintenance Plans (32 hrs) [3]

<b>Food &amp; Beverage Production</b>	
1.	Maintain Halal Certification Requirements (8 hrs) [1]

<b>Sales and Marketing</b>	
1.	Implement Marketing Strategies (40 hrs) [4]
2.	Implement Media Activities (20 hrs) [2]

<b>Service Excellence</b>	
1.	Manage Operations for Service Excellence (16 hrs) [2]
2.	Establish Relationships for Customer Confidence (16 hrs) [2]
3.	Coach for Service Performance (16 hrs) [2]
4.	Manage Service Performance (16 hrs) [2]

<b>Risk Management</b>	
1.	Conduct Food & Beverage Hygiene Audit (24 hrs) [3]
2.	Implement Loss Prevention (10 hrs) [1]
3.	Implement Risk Management Plans (24 hrs) [3]
4.	Apply Food Safety Management System for Food Service Establishments (19 hrs) [2]

## BEVERAGE SERVICE COMPETENCY MAP

### Diploma in Beverage Management – 8 units

#### Assumed Skills and Knowledge:

Competency in the Higher Certificate and Advanced Certificate levels of knowledge and skills, and/or two years work experience at the supervisory or management level in the Food & Beverage Service

**A trainee must complete 6 core units leading to at least 20 credits**

1. Analyse Alcoholic Beverage Business (24 hrs) [3]
2. Study and Analyze Wine 1 (24 hrs) [3]
3. Study and Analyze Wine 2 (32 hrs) [3]
4. Study and Analyze Wine 3 (40 hrs) [4]
5. Study and Analyze Wine 4 (40 hrs) [4]
6. Study and Analyze Spirits (32 hrs) [3]



**PLUS a trainee must complete 2 elective units leading to at least 3 credits**

<b>Food &amp; Beverage Service</b>	
1.	Manage Guest Service (32 hrs) [3]
2.	Manage Catering (24 hrs) [3]
3.	Manage Food and Beverage Operations (24 hrs) [3]
4.	Design Restaurant Concepts (24hrs) [3]

<b>Sales and Marketing</b>	
1.	Conduct Situational Analysis (35 hrs) [4]
2.	Develop Marketing Strategies (40 hrs) [4]
3.	Monitor Marketing Strategies (40 hrs) [4]
4.	Develop Relationships with New Corporate Clients (25 hrs) [3]
5.	Optimise Sales (24 hrs) [3]
6.	Direct Media Activities (16 hrs) [2]
7.	Develop and Oversee Public Relations Strategies (30 hrs) [3]

<b>Food &amp; Beverage Production</b>	
1.	Understand Nutritional Knowledge and Dietary Requirements (16 hrs) [2]
2.	Manage Cost and Quality Controls (16 hrs) [2]

<b>Outlet and Equipment Management</b>	
1.	Manage Workplace Safety and Health System (24 hrs) [3]
2.	Manage Site/Outlet and Equipment Maintenance (40 hrs) [4]

<b>Risk Management</b>	
1.	Manage Loss Prevention (10 hrs) [1]
2.	Develop Risk Management Plans (24 hrs) [3]
3.	Manage Compliance with Food and Beverage Hygiene Policies and Procedures (24 hrs) [3]

<b>Leadership and People Management</b>	
1.	Enable People (30 hrs) [3]
2.	Develop Personal Effectiveness (40 hrs) [4]
3.	Master Personal Effectiveness (40 hrs) [4]
4.	Foster Business Relationship (40 hrs) [4]

<b>Human Resource Management</b>	
1.	Manage Training (24 hrs) [3]
2.	Hire Staff (24 hrs) [3]
3.	Appraise/Evaluate Staff (16 hrs) [2]
4.	Handle Terminations, Dismissals and Resignations (24 hrs) [3]
5.	Establish Human Resource Management Plan (32 hrs) [3]
6.	Manage Human Resources in Union Environment (16 hrs) [2]

<b>Service Excellence</b>	
1.	Innovate the Customer Experience (16 hrs) [2]
2.	Develop Service Operations (16 hrs) [2]

<b>Workplace Skills</b>	
1.	Maintain Workplace Safety and Health Policies and Procedures (24 hrs) [3]

<b>Business Planning and Finance</b>	
1.	Develop Franchising Strategies (32 hrs) [3]
2.	Manage Food Stall Operators (24 hrs) [3]
3.	Develop and Implement Business Strategies (40 hrs) [4]
4.	Comply with Legal Requirements (12 hrs) [2]
5.	Develop and Implement Budget (40 hrs) [4]
6.	Administer Purchasing and Receiving Procedures (16 hrs) [2]
7.	Manage Insurance Services (16 hrs) [2]

<b>Strategy Planning and Implementation</b>	
1.	Research and Analyse Business Opportunities (20 hrs) [2]
2.	Implement a Business Plan (20 hrs) [2]
3.	Write a Business Plan (20 hrs) [2]

## BRIDGING UNITS FOR ARTICULATION COMPETENCY MAP

These units are for university articulation purposes. Food & Beverage WSQ Approved Training Organizations (ATOs) has to be appointed by WDA to deliver these units.

### Food & Beverage

**Assumed Skills and Knowledge:  
Competency in the F&B WSQ Diploma.**

Bridging Units
1. Write English Composition (45 hrs) [5]
2. Study Principles of Culinary Math (45 hrs) [5]
3. Understand Principles of Nutrition (45 hrs) [5]
4. Write Advanced English Composition (45 hrs) [5]
5. Study Principles of Public Speaking (45 hrs) [5]
6. Study Principles of Leadership (45 hrs) [5]
7. Study Principles of Environmental Science (45 hrs) [5]

## Version Control Record

Version	Effective Date	Changes	Author
1.0	2006	Initial version	Singapore Workforce Development Agency
2.0	15 November 2011	<ul style="list-style-type: none"> <li>Enhanced F&amp;B WSQ</li> </ul>	Singapore Workforce Development Agency
2.1	May 2015	<ul style="list-style-type: none"> <li>Introduction of two Specialist Diploma qualifications for the Culinary Arts Track</li> <li>Introduction of Asian Cuisine Specialisation from Certificate level to Diploma level within the Culinary Arts Track</li> <li>Import “Maintain professional image” from Retail WSQ as an elective into the F&amp;B WSQ Framework.</li> <li>Import “Apply Food Safety Management Systems (FSMS) for food service establishments” from Process WSQ as an elective into the F&amp;B WSQ Framework.</li> </ul>	Singapore Workforce Development Agency