



**OCCUPATIONAL FRAMEWORK**

**SECTION I: ACCOMMODATION AND FOOD SERVICE  
ACTIVITIES**

**DIVISION 56: FOOD AND BEVERAGE SERVICE ACTIVITIES**

Department of Skills Development

Ministry of Human Resources

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## **ABSTRACT**

An Occupational Framework (OF) is the outcome of Occupational Analysis of identifying the work scope of the occupational areas in terms of competencies. It is used to analyse skilled human resource competency requirement for the sector. The development of the Occupational Structure is a preliminary process in developing relevant National Occupational Skills Standard (NOSS). The NOSS in turn will be developed to be used as the basis to conduct skills training and certification of competent personnel. This document is divided into five chapters, the first two chapters being an introduction and industrial overview highlighting the definition and scope of the sector, the current analysis of the local sector and its skilled worker requirements, Government bodies and development plans supporting the growth of the industry. The third chapter explained the methodology used in OF development such as qualitative analysis through document analysis and brainstorming discussion sessions. Workshops were held to get a better understanding of the organisational structure, job titles and main activities of the specified positions. The final chapters presented the findings of the OF that is translated into the Occupational Structures, levels of competencies and critical job titles. These findings will in turn be the basis of reference for the development of the NOSS document. The NOSS will serve not only as a reference of skills standards for certification but also as a guide to develop the skills training curriculum. The OF for Food and Beverage Services Activities is based on the Malaysian Standards Industrial Classification 2008 (MSIC 2008) under Section I: Accommodation and Food Service Activities, Division 56: Food and Beverage Service Activities. This industry represents one of the most potential sectors in the economy and a key player in the next industrial revolution: Industry 4.0. The total number of job area identified is 55 with 191 job titles. A total of 36 job titles identified as relevant to Industry 4.0 (I4.0) and 114 job titles are classified as critical jobs in the industry. In order to develop the OF on the Food and Beverage Service Activities, all information related to the aforesaid group was gathered through document analysis and workshop sessions with industry experts.

## **ABSTRAK**

Kerangka Pekerjaan adalah hasil Analisis Pekerjaan untuk mengenal pasti skop kerja kawasan pekerjaan dari segi kecekapan. Ia digunakan untuk menganalisis keperluan kecekapan sumber manusia untuk sektor ini. Pembangunan Kerangka Pekerjaan adalah proses awal dalam membangunkan Standard Kemahiran Pekerjaan Kebangsaan (SKPK) yang berkaitan. SKPK pula akan dibangunkan untuk digunakan sebagai asas untuk menjalankan latihan kemahiran dan pensijilan kakitangan yang kompeten. Dokumen ini dibahagikan kepada lima bab, dua bab pertama menjadi pengenalan dan gambaran industri yang menjelaskan mengenai definisi dan skop sektor, analisis semasa sektor tempatan dan keperluan pekerja mahir, badan-badan kerajaan yang terlibat dan pelan pembangunan yang menyokong pertumbuhan industri berkaitan. Bab ketiga menerangkan metodologi yang digunakan dalam pembangunan Kerangka Pekerjaan seperti analisis kualitatif melalui analisis dokumen berkaitan dan sesi perbincangan fokus berkumpulan. Bengkel diadakan untuk mendapatkan pemahaman yang lebih baik mengenai struktur organisasi, tajuk pekerjaan dan aktiviti utama jawatan yang ditentukan. Bab-bab terakhir akan membentangkan penemuan Kerangka Pekerjaan yang diterjemahkan ke dalam Struktur Pekerjaan, tahap kompetensi dan bidang kerja kritikal. Penemuan ini akan menjadi asas rujukan untuk pembangunan dokumen SKPK. SKPK akan bertindak bukan sahaja sebagai rujukan piawaian kemahiran untuk pensijilan tetapi juga sebagai panduan untuk membangunkan kurikulum latihan kemahiran. Aktiviti Perkhidmatan Makanan dan Minuman adalah berdasarkan Klasifikasi Perindustrian Piawaian Malaysia 2008 (MSIC 2008) di bawah Seksyen I: Penginapan dan Aktiviti Perkhidmatan Makanan Bahagian 56: Aktiviti Perkhidmatan Makanan dan Minuman. Industri ini mewakili salah satu sektor yang paling berpotensi dalam ekonomi dan pemain utama dalam revolusi industri seterusnya: Industri 4.0. Jumlah bidang penjawatan yang dikenalpasti adalah 39 dengan 191 pekerjaan. Sejumlah 36 pekerjaan yang dikenal pasti berkaitan dengan Industri 4.0 (I4.0) dan 114 pekerjaan diklasifikasikan sebagai pekerjaan kritikal dalam industri. Dalam usaha untuk membangunkan Khidmat Makanan dan Minuman, semua maklumat yang berkaitan dengan kumpulan tersebut telah dikumpulkan melalui kajian kepustakaan dan bengkel dengan pakar industri.

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## LIST OF ABBREVIATIONS

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<b>BeSS</b>	<i>Bersih, Sihat dan Selamat</i>
<b>CBT</b>	Competency Based Training
<b>COL</b>	Critical Occupational List
<b>DESCUM</b>	Development of Standard and Curriculum
<b>DOSM</b>	Department of Statistics Malaysia
<b>DSD</b>	Department of Skills Development
<b>EU</b>	European Union
<b>FGD</b>	Focus Group Discussion
<b>FSQ</b>	Food Safety and Quality Division
<b>GDP</b>	Growth Domestic Product
<b>GHP</b>	Good Hazard Practice
<b>GMP</b>	Good Manufacturing Practice
<b>HACCP</b>	Hazard Analysis and Critical Control Point
<b>HDC</b>	Halal Development Corporation
<b>I4.0</b>	Industry 4.0
<b>ILMIA</b>	Institute of Labour Market Information and Analysis
<b>JAKIM</b>	<i>Jabatan Kemajuan Islam Malaysia</i>
<b>KPDNHEP</b>	<i>Kementerian Dalam Negeri dan Hal Ehwal Pengguna</i>
<b>KPI</b>	Key Performance Index
<b>MAH</b>	Malaysian Association Hotel
<b>MAHO</b>	Malaysian Association Hotel Owners
<b>MARA</b>	<i>Majlis Amanah Rakyat</i>
<b>MASCO</b>	Malaysia Standard Classification of Occupations
<b>MEA</b>	Ministry of Economic Affairs
<b>MED</b>	Ministry of Entrepreneur Development
<b>MESTI</b>	<i>Skim Pensijilan Makanan Selamat Tanggungjawab Industri</i>
<b>MFA</b>	Malaysian Association Franchise
<b>MFBEA</b>	The Malaysian Food and Beverage Executives Association

<b>MIDA</b>	Malaysian Investment Development Authority
<b>MITI</b>	Ministry of Industry and International Trade
<b>MoA</b>	Ministry of Agriculture
<b>MoF</b>	Ministry of Finance
<b>MoH</b>	Ministry of Health
<b>MoHR</b>	Ministry of Human Resources
<b>MOSQF</b>	Malaysian Occupational Skills Qualification Framework
<b>MQA</b>	Malaysia Qualification Agency
<b>MQF</b>	Malaysia Qualification Chart
<b>MSA</b>	Mobile Food Truck and Street Food Association
<b>MSC</b>	Malaysian Skills Certificate
<b>MSIC 2008</b>	Malaysian Standard Industrial Classification 2008
<b>NOSS</b>	National Occupational Skills Standard
<b>OD</b>	Occupational Description
<b>OECD</b>	Organization for Economic Co-operation and Development
<b>OF</b>	Occupational Framework
<b>OS</b>	Occupational Structure
<b>PPE</b>	Personal Protection Equipment
<b>PPT</b>	Pengiktirafan Pencapaian Terdahulu
<b>RPA</b>	Recognition Prior Achievement
<b>SKPK</b>	<i>Standard Kemahiran Pekerjaan Kebangsaan</i>
<b>SOP</b>	Standard Operating Procedure
<b>TVET</b>	Technical and Vocational Education and Training

## GLOSSARY

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<b>Back of the House</b>	Back of the house is the ancillary area of the restaurant, where all the supporting service is carried out. Some of the back of the house sections are kitchen, pantry, dishwashing, storage area, still room etc.
<b>Buffets</b>	Buffet is a type of assisted service, where food and beverage is displayed at counters. Waiter assists at the counters to take the food from the counters or the guest help themselves.
<b>Cafeteria Service</b>	This service exists normally in industrial canteens, colleges, hospitals or hotel cafeterias. To facilitate quick service, the menu is fixed and is displayed on large boards. The guest may have to buy coupons in advance, present them to the counter waiter who then services the desired item. Sometimes food is displayed behind the counter and the guest may indicate their choice to the counter attendant. The food is served pre-plated and the cutlery is handed directly to the guest. Guests may then sit at the tables and chairs provided by the establishment.
<b>Coffee house</b>	Coffee house is usually a 24 hours F&B outlet. Usually coffee house situated near to the lobby of a hotel. Style of service is American that is pre-plated. The menu of coffee house is varied. Menu comprises of Full-day menu or according to meal session.
<b>Counter service</b>	Counter service sometimes called cafeteria service. The guests come in line, collect their food from the counter and seat at the table to have the food. Food may be grouped together such as cold and hot, or main course and

desserts etc. In some places the guests also have to clear the empty plates and cutleries after having the food.

- Fast food Service** There is a predominant American influence in fast food style of catering. The service of food and beverages in a fast food restaurant is at a faster pace, than of a la carte restaurant as the menu is compiled with a special emphasis on the speed of preparation and service. To make this type of business financially viable, a high turnover of customers is necessary. The investment is rather large, due to specialized and expensive equipment needed.
- Hostess** Hostess is a member of restaurant brigade. Duty of hostess includes taking restaurant reservation and receiving them at the entrance
- Lounge service** It is a type of specialized service. Lounge service is done at the lounge of a hotel. Items such as morning tea, afternoon tea, and alcoholic beverages are served in the lounge
- Menu** Menu is a list of food and/or beverage items that available for sale to a guest at a price. It helps guests to select what they would like to eat and/ or drink. It is a printed document that controls and directs an outlet's operation and is considered the prime selling instrument
- Tableware** Tableware is a type of restaurant utensils used for table setting. Tableware includes flatware, cutlery and hollowware.

# CHAPTER 1: INTRODUCTION

## 1.1 Introduction

Food and beverage service activities industry are one of industry that contribute to country development. Percentage share of food and beverages services activities industry to Malaysia Growth Domestic Product (GDP) for 2017 to 2018 also shows an increase. It is increasing from 2.5 per cent in 2017 to 2.7 per cent in 2018<sup>1</sup>. This clearly shows that how this industry growing throughout years.

This chapter explained the objectives, scope and problem statement of the Occupational Framework specifically for the Food and Beverage Service Activities industry. The concept of Occupational Framework and its function in skills training and curriculum development is also elaborated in this chapter.

## 1.2 Problem Statement

There have been various National Occupational Skills Standard (NOSS) documents developed for this area. The analysis on the Occupational Structure of this area of specialisation under Ministry of Human Resources has never been done. This study and analysis are important to ensure the Occupational Framework (OF) is in line with the development of the NOSS based on MSIC sections and divisions, therefore this research aims to define the industry as specified in the MSIC based on research methodology on its Occupational Structure, Critical Jobs and Skills in Demand. The increasing demand of skilled worker and proper qualification for existing worker in food and beverage service industry also are the main issues that require for this industry to develop OF.

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<sup>1</sup> Department of Statistics Malaysia. 2019. National Account Gross Domestic Product 2018.

### **1.3 Objective of Study**

The objectives of the study are as below:

- a) To produce occupational structure (OS) from document analysis and focus group;
- b) To investigate the skills in demand in the industry;
- c) To determine critical jobs in the food and beverage industry;
- d) To identify jobs title related to IR 4.0; and
- e) To determine occupational descriptions (OD) of each critical job titles from the OS.

### **1.4 Scope of Study**

The scope of the study revolves around the identification of job areas, job titles and occupational description that exist in the food and beverage services activities. The findings were compiled and produce as Occupational Framework (OF).

The study begins with analysing the industry current situation through document analysis. This is followed by consulting and interviewing the relevant industry experts as subject matter expert to obtain their opinions and inputs.

### **1.5 Justification for MSIC Section Selection**

The scope of Food and Beverage Service industry is in tandem with description of 2 digits MSIC 2008 Division 56: Food and Beverage Service Activities. This division includes food and beverage serving activities providing complete meals or drinks fit for immediate consumption, whether in traditional restaurants, self-service or take-away restaurants, whether as permanent or temporary stands with or without seating. Decisive is the fact that meals fit for immediate consumption are offered, not the kind of facility providing them<sup>2</sup>.

This division does not include the production of meals not fit for immediate consumption or not planned to be consumed immediately or of prepared food which is not considered to be a meal. This division also not include the sale of non self-manufactured

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<sup>2</sup> Department of Statistics Malaysia. (2008). Malaysia Standard Industrial Classification (MSIC).

food which is not considered to be a meal or of meals which are not fit for immediate consumption.

## **1.6 Structure of Chapter**

This chapter concludes with a brief overview of the entire study which includes:

- a) Chapter 1 explains about research introduction which consist of introduction, problem statement, research objective, research scope and justification for MSIC 2008 Section Selection.
- b) Chapter 2 provides a literature review about the research which give a further understanding about the research purpose.
- c) Chapter 3 explains about the research approach of the study and method deployed to achieved objective of the study.
- d) Chapter 4 shows the results and finding on the research based on the approach and method deployed are listed in this chapter.
- e) Chapter 5 explains about the discussion, summary and conclusion on the research done. Besides that, recommendation from the industry experts are also listed here.

## **CHAPTER 2: LITERATURE REVIEW**

### **2.1 Introduction**

This chapter will emphasis on the explanation of the food and beverage service activities industry focusing on the current scenario in Malaysia, introduction to government policies, development plans, government bodies and competitiveness at international level.

Review in this chapter were obtained through literature review. This literature review was further discussed with panel members to obtain insight on the matters at hand from a practitioner's perspective.

#### **2.1.1 National Skills Development Act 2006 (Act 652)**

The National Skills Development Act 2006 (Act 652) came into effect on 1st September 2006 after it was officially gazetted on 29th June 2006, with the mandate of promoting, through skills training, the development and improvement of a person's abilities, which are needed for vocation, and to provide for other matters connected therewith. The Act 652 is significant because for the first time in the history of skills training in Malaysia, a national legislation has been enacted solely and exclusively for skills training and development. In addition, the meaning and scope of skills training has been clarified and given a statutory interpretation that can be used to distinguish it from other components of the country's national education and training system. The Act 652 also provides for the implementation of a Malaysian Skills Certification System, leading to the award of five (5) levels of national skills qualification, namely Malaysian Skills Certificate Level 1,2 and 3; Malaysian Skills Diploma; and Malaysian Skills Advanced Diploma.

### 2.1.2 Malaysian Qualification Framework

The Malaysia Qualification Framework refers to the policy framework that satisfies both the national and international recognized qualifications. It comprises of titles and guidelines, together with principles and protocols covering articulation and issuance of qualifications and statements of attainment. Element of qualification framework indicate the achievement for each qualification title. It will also provide progression routes for all the graduates in the respective occupational fields.

The MQF has eight levels of qualification in three sectors and supported by lifelong education pathways as shown in the Table 2.1. DSD governs the skills sector, in which there are five (5) levels of skills qualification. The definition for each level of skills qualification is specified in Malaysian Occupational Skills Qualification Framework (MOSQF) in Annex 1.

Table 2.1: Malaysian Qualification Framework (MQF Chart)

(Source: Malaysian Qualification Framework 2nd Edition)

<b>MQF LEVEL</b>	<b>MINIMUM GRADUATING CREDIT</b>	<b>ACADEMIC SECTOR</b>	<b>TVET SECTOR</b>	<b>LIFELONG LEARNING/APEL CRITERIA FOR APEL(A)</b>
8	No credit rating  80	PhD by Research  Doctoral Degree by Mixed Mode & Coursework		Admission criteria: 35 years old Bachelor's degree in relevant field/equivalent 5 years' work experience Passed APEL assessment
7	No credit rating  40	Master's by Research  Master's by Mixed Mode & Coursework		Admission criteria: 30 years old STPM/Diploma/equivalent Relevant work experience Passed APEL assessment
	30	Postgraduate Diploma		

	20	Postgraduate Certificate		
6	120	Bachelor's degree		Admission criteria: 21 years old Relevant work experience Passed APEL assessment
	66	Graduate Diploma		
	36	Graduate Certificate		
5	40	Advanced Diploma	5	
4	90	Diploma	4	Admission criteria: 20 years old Relevant work experience Passed APEL assessment
3	60	Certificate	3	Admission criteria: 19 years old Relevant work experience Passed APEL assessment
2	30	Certificate	2	3R
1	15	Certificate	1	3R

### 2.1.3 Occupational Framework (OF)

The Occupational Framework (OF) is described as the outcome of the occupational analysis process to identify the occupational structure of an industry. The OF which was previously known as Occupational Analysis (OA) consists of Occupational Structure (OS), Occupation Description (OD) and Skills in Demand.

The development of the OF is a preliminary process in developing relevant NOSS. Once developed, the NOSS can be used as the basis to conduct skills training and skills certification of competent personnel.

#### **2.1.4 National Occupational Skills Standard (NOSS) and National Competency Standard (NCS)**

National Occupational Skills Standard (NOSS) is defined as a specification of the competencies expected of a skilled worker who is gainfully employed in Malaysia for an occupational area, level and pathway to achieve the competencies and is gazetted in Part IV of National Skills Development Act 652. NOSS is developed by the sector experts based on the needs of the sector and is utilized as the main tool in the implementation of Malaysian Skills Certification System in which the performance of existing sector workers and trainees are assessed based on NOSS for awarding of Malaysian Skills Certificate. Meanwhile, National Competency Standard (NCS) is described as the knowledge, skills and attitudes needed to perform in a particular occupation but also do not directly relate to any particular job classification. Standards are developed by the industry experts based on the needs of the industry and is utilised as the main tool in the implementation of Malaysian Skills Certification System in which the performance of existing industry workers and trainees are assessed based on Standards for awarding of Malaysian Skills Certificate<sup>3</sup>.

#### **2.1.5 Competency Based Training (CBT)**

Competency Based Training (CBT) is an approach to vocational training which emphasizes on what a person can do in a work place as a result of education and training obtained. CBT is based on performance standards which are set by the sector with main focus on measuring the performance while considering knowledge and attitude rather than the duration taken to complete the course. CBT is a learner-centric; outcome-based approach to training which allows each individual to develop skills at their own pace for a similar outcome, thus meaning training practices can be customized for each individual to achieve a similar outcome. CBT concept is the basis of Malaysian Skills Certification system which is coordinated by DSD.

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<sup>3</sup> Department of Skill Development (2019, August 27) retrieved from <https://www.dsd.gov.my/jpkv4/index.php/my/>

## **2.2 Scope of Occupational Framework Based on MSIC 2008**

This section provides information regarding Malaysian Standard Industrial Classification (MSIC 2008) definition and title selection criteria.

### **2.2.1 Malaysian Standard Industrial Classification 2008 (MSIC 2008) Definition**

The MSIC is intended to be a standard classification of productive economic activities. Its main purpose is to provide a set of activity categories that can be utilised for the collection and presentation of statistics according to such activities. Therefore, MSIC aims to present these set of activity categories in such a way that entities can be classified according to the economic activity that they carry out. For purposes of international comparability, the MSIC 2008 Version 1.0 conforms closely to the International Standard Industrial Classification of All Economic Activities (ISIC) Revision 4, published by the United Nations Statistics Division, with some modifications to suit national requirements. The objective of an industrial classification system is to classify data in respect of the economy according to categories of activities and the characteristics of which will be similar. The MSIC is a classification of all types of economic activities and is not a classification of goods & services nor is it a classification of occupations<sup>4</sup>.

### **2.2.2 Title Selection Criteria**

The research area is focusing on food and beverage service activities in accommodation and food service activities industry. As stated earlier the definition of the research area is aligned with MSIC. Based on MSIC 2008, definition and scope of coverage for the Occupational Framework is as follows: -

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<sup>4</sup> Department of Statistics Malaysia. (2008). Malaysia Standard Industrial Classification (MSIC).

Table 2.2: Summary of MSIC Section, Division and Group

<b>MSIC Section</b>	<b>I</b>	<b>Accommodation and Food Service Activities</b>
<b>MSIC Division</b>	<b>56</b>	<b>Food and beverage service activities</b>
<b>MSIC Group</b>	<b>561</b>	<b>Restaurants and mobile food service activities</b>
	<b>562</b>	<b>Event catering and other food service activities</b>
	<b>563</b>	<b>Beverage serving activities</b>

The table below is an excerpt taken from MSIC 2008 as to illustrate the scope of this Occupational Framework.

Table 2.3: Description of MSIC Section, Division, Group, Class and item  
(Source: MSIC, 2008)

<b>CLASSIFICATION</b>	<b>CODE</b>	<b>DESCRIPTION</b>
<b>Section</b>	<b>I</b>	<b>Accommodation and Food Service Activities</b>
<b>Division</b>	<b>56</b>	<b>Food and Beverage Service Activities</b>  This division includes food and beverage serving activities providing complete meals or drinks fit for immediate consumption, whether in traditional restaurants, self-service or take-away restaurants, whether as permanent or temporary stands with or without seating. Decisive is the fact that meals fit for immediate consumption are offered, not the kind of facility providing them.
<b>Classification</b>	<b>Code</b>	<b>Description</b>
<b>Group</b>	<b>561</b>	<b>Restaurants and mobile food service activities</b>

CLASSIFICATION	CODE	DESCRIPTION
		This group includes the provision of food services to customers, whether they are served while seated or serve themselves from a display of items, whether they eat the prepared meals on the premises, take them out or have them delivered. This includes the preparation and serving of meals for immediate consumption from motorized vehicles or non-motorized carts.
<b>Class</b>	<b>5610</b>	<b>Restaurants and mobile food service activities</b>  <b>Includes:</b>  a) dining cars when operated separate units  <b>Excludes:</b>  a) the concession operation of eating facilities
<b>Item</b>	<b>56101</b>	<b>Restaurants and restaurant cum night clubs</b>
	<b>56102</b>	<b>Cafeterias/canteens</b>
	<b>56103</b>	<b>Fast-food restaurants</b>
	<b>56104</b>	<b>Ice cream truck vendors and parlours</b>
	<b>56105</b>	<b>Mobile food carts</b>
	<b>56106</b>	<b>Food stalls/hawkers</b>
	<b>56107</b>	<b>Food or beverage, food and beverage preparation in market stalls/hawkers</b>

CLASSIFICATION	CODE	DESCRIPTION
		<b>Includes: market stall/hawkers at pasar tani and night market</b>
<b>Group</b>	<b>562</b>	<b>Event catering and other food service activities</b>  This group includes catering activities for individual events or for a specified period of time and the operation of food concessions, such as at sports or similar facilities.
<b>Class</b>	<b>5621</b>	<b>Event catering</b>  <b>Excludes:</b>  (a) manufacture of perishable food items for resale  (b) retail sale of perishable food items
<b>Item</b>	<b>56210</b>	<b>Event/food caterers</b>
<b>Class</b>	<b>5629</b>	<b>Other food service activities</b>
<b>Item</b>	<b>56290</b>	<b>Other food service activities</b>  <b>Includes:</b>  (a) food service contractors for transportation companies  (b) operation of food concessions at sports and similar facilities  (c) operation of canteens or cafeterias (e.g. for factories, office, hospitals or schools) on a concession basis  (d) concession operation of eating facilities

CLASSIFICATION	CODE	DESCRIPTION
		<p><b>Excludes:</b></p> <p>(a) manufacture of perishable food items for resale</p> <p>(b) retail sale of perishable food items</p>
<b>Group</b>	<b>563</b>	<p><b>Beverage serving activities</b></p> <p>This group includes the preparation and serving beverages for immediate consumption on the premises.</p>
<b>Class</b>	<b>5630</b>	<p><b>Beverage serving activities</b></p> <p><b>Excludes:</b></p> <p>(a) reselling packaged/prepared beverages</p> <p>(b) operation of discotheques and dance floors without beverage serving</p>
<b>Item</b>	<b>56301</b>	<p><b>Pubs, bars, discotheques, coffee houses, cocktail lounges and karaoke</b></p>
	<b>56302</b>	<b>Coffee shops</b>
	<b>56303</b>	<b>Drink stalls/hawkers</b>
	<b>56304</b>	<b>Mobile beverage</b>
	<b>56309</b>	<b>Others drinking places n.e.c.</b>

## 2.3 Key Stakeholders

The key stakeholders for food and beverages services activities industry in Malaysia comprise of government agencies, regulatory bodies, industry associations and professional bodies.

### 2.3.1 Government Regulatory and Statutory Bodies

These are the Government Agencies that are empowered by the legislations according to the scope and powers given in the related acts that directly regulates the food and beverages activities industry in Malaysia.

Table 2.4: List of Government Agencies and Regulatory Bodies for Food and Beverages Services Industry

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
1.	JAKIM (Jabatan Kemajuan Islam Malaysia)	JAKIM act as government organisation who is responsible to give halal certificate for the industry and also responsible for checking the halal status of the products <sup>5</sup> .
2.	Food Safety and Quality Division (FSQ), Ministry of Health	Food Safety and Quality Division acts to create community involvement and participation in health to stimulate and facilitate the people <sup>6</sup> to: <ol style="list-style-type: none"> <li>a) Achieve their full health capabilities.</li> <li>b) Appreciate health as a valuable asset.</li> <li>c) Take positive steps to improve and maintain health status to enjoy better quality of life.</li> <li>d) Enforce MeSTI, Bess to improve food and beverage services quality</li> </ol>
3.	Malaysian Investment Development Authority (MIDA)	Incorporated as a statutory body under the Malaysian Industrial Development Authority (MIDA) Act, the establishment of MIDA in 1967 was hailed by the World

<sup>5</sup> JAKIM (Jabatan Kemajuan Islam Malaysia). (2019, June 24) Retrieved from <http://www.islam.gov.my/en/>

<sup>6</sup> Food Safety and Quality Division. (2019, June 24). Retrieved from <http://fsq.moh.gov.my/v6/xs/page.php?id=16>

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
		<p>Bank as "the necessary impetus for purposeful, positive and coordinated promotional action" for Malaysia's industrial development. Today, MIDA's is Malaysia's cutting-edge, dynamic and pioneering force in opening pathways to new frontiers around the globe.</p> <p>MIDA assists companies which intend to invest in the manufacturing and services sectors, as well as facilitates the implementation of their projects. The wide range of services provided by MIDA include providing information on the opportunities for investments, as well as facilitating companies which are looking for joint venture partners<sup>7</sup>.</p>
4.	Ministry of Economic Affairs (MEA)	<p>The Ministry of Economic Affairs is a new ministry and was set up on May 12, 2018, after the 14th General Election (GE14). The Ministry took over the major roles and functions previously implemented by the Economic Planning Unit (EPU) under the Prime Minister's Department<sup>8</sup>.</p>
5.	Ministry of Industry and International Trade (MITI)	<p>The Ministry of Commerce and Industry was established in April 1956 and situated in Government Office, Jalan Raja.</p> <p>The Ministry was then renamed the Ministry of Trade and Industry in February 1972<sup>9</sup>. The Ministry of Industry and International Trade (MITI) is responsible to:</p>

<sup>7</sup> Malaysian Investment Development Authority (MIDA). (2019, June 24). Retrieved from <http://www.mida.gov.my/home/about-mida/posts/>

<sup>8</sup> Ministry of Economic Affairs (MEA) (2019, June 24). Retrieved from <https://www.mea.gov.my/en>

<sup>9</sup> Ministry of Industry and International Trade (MITI) (2019, June 25). Retrieved from <https://www.miti.gov.my>

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
		<ul style="list-style-type: none"> <li>a) To plan, formulate and implement policies on industrial development, international trade and investment.</li> <li>b) To encourage foreign and domestic investment.</li> <li>c) To promote Malaysia's exports of manufacturing products and services by strengthening bilateral, multilateral and regional trade relations and cooperation.</li> <li>d) To enhance national productivity and competitiveness in the manufacturing sector.</li> </ul> <p>MITI are also responsible for supervising MATRADE, MATRADE's mission is to promote Malaysia's export has enabled many local companies to carve new frontiers in global markets.</p> <p>Halal Development Corporation (HDC) is established on 18 September 2006, and coordinates the overall development of the Halal industry in Malaysia. Focusing on development of Halal standards, audit and certification, plus capacity building for Halal products and services, HDC promotes participation and facilitates growth of Malaysian companies in the global Halal market</p>

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
6.	The Ministry of Domestic Trade and Consumer Affairs (KPDNHEP)	<p>The Ministry of Domestic Trade and Consumer Affairs was established on 27 October 1990. The objectives of Ministry are to promote the development of a viable, competitive and sustainable domestic economy, specifically in the Distributive Trade Sector<sup>10</sup>.</p> <p>In Food and Beverages services, KPDNHEP are responsible in providing a licence for Food and Beverages services industry activities.</p> <p>KPDNHEP also involve in Price Control and Anti-Profitteering (Mechanism to Determine Unreasonably High Profit for Goods) Regulations 2016 to act upon the profiteering activity including in Food and Beverages services industry.</p>
7.	Ministry of Agriculture (MoA)	Ministry of Agriculture (MoA) is a ministry of the Government of Malaysia that is responsible for agriculture, agro-based industry, agritourism, livestock, veterinary services, fisheries, quarantine, inspection, agricultural research, agricultural development, agricultural marketing, pineapple industry, agribusiness, botanical garden, food security <sup>11</sup> .
8.	Ministry of Entrepreneur Development (MED)	<p>Ministry of Entrepreneur Development (MED) are responsible to:</p> <p>a) To formulate an SME and entrepreneurship development policy that are inclusive and</p>

<sup>10</sup> The Ministry of Domestic Trade and Consumer Affairs (KPDNHEP). (2019, June 25). Retrieved from <https://www.kpdnhep.gov.my/about-kpdnkk-2/?lang=en>

<sup>11</sup> Ministry of Agriculture (MoA). (2019, June 26). Retrieved from <http://www.moa.gov.my>

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
		<p>competitive, including driving the development of the B40s, M40s and social entrepreneurs.</p> <ul style="list-style-type: none"> <li>b) To coordinate the Bumiputra equity ownership policy.</li> <li>c) To assume the role as facilitator to assist entrepreneurs and SMEs to set up their own business, including coordination of available funds for entrepreneurs and SMEs.</li> <li>d) To establish strategic partnership and cooperation with the private sector at Federal, State and international level.</li> <li>e) To plan and implement promotional and culturalisation activities on entrepreneurship and SMEs<sup>12</sup>.</li> <li>f) To coordinate the development of SMEs and Bumiputra in strategic industries such as automotive, aerospace, renewable energy, digital economy and Halal.</li> </ul>
9.	Ministry of Finance (MoF)	<p>Ministry of Finance are responsible<sup>13</sup> to:</p> <ul style="list-style-type: none"> <li>a) To formulate and implement fiscal and monetary policies in order to ensure effective and efficient distribution and management of financial resources.</li> </ul>

<sup>12</sup> Ministry of Entrepreneur Development (MED) (2019, June 26). Retrieved from <http://www.med.gov.my/portal/index.php>

<sup>13</sup> Ministry of Finance (MoF). (2019, June 25). Retrieved from <http://www.treasury.gov.my/?lang=en>

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
		<ul style="list-style-type: none"> <li>b) To formulate financial management and accounting processes, procedures and standards to be implemented by all Government.</li> <li>c) To manage the acquisition and disbursement of federal Government loans from domestic and external sources.</li> <li>d) To monitor that Minister of Finance Incorporated companies are managed effectively.</li> <li>e) To Monitor the financial management of Ministries, Government Departments and statutory Bodies.</li> </ul>
10.	Majlis Amanah Rakyat (MARA)	<p>Majlis Amanah Rakyat (MARA), or the Council of Trust for the People, an agency under the purview of the Ministry of Rural Development, was established on 1 March 1966 as a statutory body by an Act of Parliament as a result of the first Bumiputera Economic Congress resolution in 1965<sup>14</sup>.</p> <p>The Council is responsible for developing, encouraging, facilitating and fostering the economic and social development in the federation, particularly in rural areas.</p>
11.	Ministry of Human Resources (MOHR)	<p>The Ministry of Human Resources, abbreviated MOHR, is a ministry of the Government of Malaysia that is responsible for skills development, labour, occupational safety and health, trade unions, industrial relations,</p>

<sup>14</sup> Majlis Amanah Rakyat (MARA) (2019, June 25). Retrieved from <http://www.mara.gov.my/en>

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
		industrial court, labour market information and analysis, social security <sup>15</sup> .
12	Training institution	Training institute include universities, colleges, school which offers wide range of hospitality courses includes food and beverage knowledge and skills

### 2.3.2 Industry Associations and Professional Bodies

This section provides information regarding industry associations and professional bodies related to food and beverage service activities.

Table 2.5: List of Related Industry Associations and Professional Bodies for Food and Beverage Service Activities Industry

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
1.	The Malaysian Food and Beverage Executives Association (MFBEA)	Since its inception in 1988, The Malaysian Food & Beverage Executives Association better known as MFBEA represents the interest of a progressively growing pool F&B professionals in the Malaysian hospitality field. Its prime objective is to enhance the standards and raise the image of the industry and the professionals <sup>16</sup> .
2.	Malaysian Association Hotel (MAH)	MALAYSIAN ASSOCIATION OF HOTELS (MAH) was established in 1974. Since its inception, MAH has constantly enhanced the hotel and tourism industry by integrating member hotels throughout Malaysia. MAH is committed to

<sup>15</sup> Ministry of Human Resources (MOHR) (2019, June 25). Retrieved from <https://www.mohr.gov.my/index.php/en>

<sup>16</sup> The Malaysian Food and Beverage Executives Association (MFBEA). (2019, June 25). Retrieved from <https://vectorise.net/logo/2011/03/28/the-malaysian-food-beverage-executives-association-mfbea/>

NO. ORGANISATIONS		OVERVIEW, ROLES, FUNCTIONS AND RESPONSIBILITIES
		the exacting standards of service quality acknowledged by Malaysia and beyond <sup>17</sup> .
3.	Malaysian Association Hotel Owners (MAHO)	Malaysian Association Hotel Owners (MAHO) are established to sharing information between owner of the hotel and also discuss on the current issues on their business development.
4.	Mobile Food Truck and Street Food Association (MSA)	Mobile Food Truck and Street Food Association (MSA), it serves as a platform to support the food truck owners across Malaysia by providing assistance in terms of business management and development <sup>18</sup> .
5.	Malaysian Franchise Association (MFA)	The Malaysian Franchise Association was formed in 1994 to support the implementation of the Government program to promote entrepreneurship through franchising. The formation of MFA was indeed timely as to promote the development of franchising in Malaysia.  MFA will serve as a resource centre for both current and prospective franchisors and franchisees, as well as for media and the public <sup>19</sup> .

## 2.4 Government Legislations, Policies and Initiatives

It is imperative that, this research has to refer to legislations, by-laws and policies that are directly related to food and beverage services industry.

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<sup>17</sup> Malaysian Association Hotel (MAH). (2019, June 25). Retrieved from <https://www.hotels.org.my>

<sup>18</sup> Mobile Food Truck and Street Food Association (MSA). (2019, June 25). Retrieved from <https://www.thestar.com.my/metro/community/2015/11/05/setting-the-standards-for-meals-on-wheels-nonprofit-organisation-aims-to-help-food-truckers-operate/>

<sup>19</sup> Malaysian Franchise Association (MFA). (2019, June 25). Retrieved from <http://www.mfa.org.my/newmfa/>

### 2.4.1 Government Legislations

The following legislations are relevant to the food and beverage services activities industry;

#### a) **Malaysian Food Act 1983**

An Act to protect the public against health hazards and fraud in the preparation, sale and use of food, and for matters incidental thereto or connected therewith<sup>20</sup>.

#### b) **Malaysian Food Regulations 1985**

The Food Regulations 1985 is the key supporting regulation for food safety covering procedures for taking samples, labelling, food additives and nutrient supplement, food packaging, and incidental constituent, additionally, food standards and particular labelling requirements for more than 380 food items. The main legal basis for regulation of food additives is found in Part 5, Sub regulation 19 of the Food Regulations 1985 regulating permitted food additives that may be added to foods and the maximum permitted levels. Amendments of Food Regulations 1985 is very frequent. All amendments are published in Gazette, and the latest amendment Food Regulations (Amendment) (NO. 2) 2016 PU (A) 227 was established on August 26, 2016 and will come into force on 1 September 2016<sup>21</sup>.

Basic principles of food additive application provided by the regulation:

- i) Substances that are not permitted as food additives cannot be used as foods additives;

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<sup>20</sup> Ministry of Health (2019, June 29) Retrieved from [http://www.moh.gov.my/index.php/database\\_stores/store\\_view/11?mid=289](http://www.moh.gov.my/index.php/database_stores/store_view/11?mid=289)

<sup>21</sup> Ministry of Health (2019, June 29) Retrieved from [http://www.moh.gov.my/index.php/database\\_stores/store\\_view/11?mid=289](http://www.moh.gov.my/index.php/database_stores/store_view/11?mid=289)

- ii) Addition of food additives to foods should comply with standards prescribed under the food regulation with permitted food scope and maximum using levels; and
- iii) Food additive should not be used to conceal any damage to, or any inferiority in the quality of that food.

**c) Food Hygiene Regulations 2009**

The Food Hygiene Regulations 2009 provides an infrastructure to control the hygiene and safety of food sold in the country to protect public health.

The objective of Food Hygiene Regulations 2009 is:

- i) To ensure food premises are hygienic and satisfactory in terms of design and building
- ii) To ensure food handlers maintain personal hygiene and avoid practices that can contaminate food
- iii) To ensure equipment and appliances used are suitable, clean and easy-to-clean
- iv) To facilitate, strengthen and harmonize the enforcement activities in food premises including those conducted by the Local Authorities
- v) To provide for requirement of mandatory food safety assurance program such as HACCP, GHP and GMP in food factories.

**d) MS 1480 on Food Safety According to Hazards Analysis and Critical Control Point (HACCP)**

HACCP certification is an internationally recognized system that provides a comprehensive scientific approach for identifying, assessing and control of hazards in food businesses<sup>22</sup>.

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<sup>22</sup> Hazards Analysis and Critical Control Point (HACCP). (2019, June 29). Retrieved from <http://www.sirim-qas.com.my/our-services/management-system-certification-related-services/haccp-hazard-analysis-critical-control-point>

**e) MS 1500 on Halal food - Production, Preparation, Handling and Storage - General Guidelines**

This Malaysian Standard provides practical guidance for the food industry on the preparation and handling of ha/al food (including nutrient supplements) and to serve as a basic requirement for Halal food product and food trade or business in Malaysia<sup>23</sup>.

**f) MS ISO 22000 Food Safety Management Systems**

MS ISO 22000:2018 sets out the requirements for a food safety management system and can be certified to. It maps out what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe. It can be used by any organization regardless of its size or position in the food chain<sup>24</sup>.

**g) MS 1514:2009 Good Manufacturing Practice**

Good Manufacturing Practice (GMP) for Food lays a firm foundation on good manufacturing practice (GMP) to ensure food hygiene and safety. The standard follows the food chain from incoming materials through to the customers, highlighting the key hygiene controls at each stage<sup>25</sup>.

**h) Employment Act 1955**

Scope of the Act (First Schedule of the Employment Act): The definition of "employee" covered under the scope of the Employment Act is as follows<sup>26</sup>:

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<sup>23</sup> MS 1500 on Halal food (2019, June 29) Retrieved from <https://law.resource.org/pub/my/ibr/ms.1500.2009.pdf>

<sup>24</sup> MS ISO 22000 Food Safety Management Systems (2019, June 29). Retrieved from <https://www.iso.org/iso-22000-food-safety-management.html>

<sup>25</sup> MS 1514:2009 Good Manufacturing Practice. (2019, June 29) Retrieved from <http://www.jsm.gov.my/standards#.XSLIaTjVK00>

<sup>26</sup> National Human Resource Centre (NHRC). (2019, June 29) Retrieved from <http://www.nhrc.com.my/employment-act-1955#.XSLIoDjVK00>

- i) Based on wages, regardless of nature of work i.e., employees earning RM2,000 and below; or
- ii) Based on the nature of work, regardless of wages i.e., employees engaged in manual labour or employees supervising those engaged in manual labour in and throughout the performance of their work. Drivers and other employees who are involved in the operation and maintenance of motorised vehicles and irrespective of the wages they earn in a month.

**i) Trade Act of 2011**

An Act for the purpose of promoting good trade practices by prohibiting false trade descriptions and false or misleading statements, conduct and practices in relation to the supply of goods and services and to provide for matters connected therewith or incidental thereto<sup>27</sup>.

**j) Franchise Act 1998/ Act 590**

An Act to provide for the registration of, and to regulate, franchises, and for incidental matters<sup>28</sup>.

## **2.4.2 Government Policies and Initiatives**

This section provides information regarding the economic activities of this area are governed by certain rules and regulation which is enforced by related government agencies.

**a) Food Safety Program by Ministry of Health**

**i) MESTI program**

Ministry of Health Malaysia (MoH) has introduced a simple scheme to achieve and meet the minimum requirements set out in the PPKM 2009, MeSTI Secure Food Certification Scheme (MeSTI). MeSTI Certification

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<sup>27</sup> Trade Act of 2011. (2019, June 30). Retrieved from <https://www.inta.org/INTABulletin/Pages/MALAYSIANewTradeDescriptionsAct.aspx>

<sup>28</sup> Franchise Act 1998/ Act 590. (2019, June 30). Retrieved from <http://www.mfa.org.my/newmfa/regulation-under-the-franchise-act-1998/>

Scheme is a rebranded scheme to replace the 1Malaysia Food Security Scheme (SK1M). Through MeSTI certification, food manufacturing premises will be guided in developing and implementing Food Safety Assurance Program before recognition is granted<sup>29</sup>.

## **ii) BeSS Program**

"Clean, Safe and Healthy" or BeSS recognition is a recognition given to food entrepreneurs to promote food premises entrepreneurs providing safe and healthy food to customers<sup>30</sup>.

It is an enhancement program for the existing monitoring program implemented by the Ministry of Health Malaysia (MOH). In general, there are four (4) main criteria that must be complied with by the food premise entrepreneur before getting recognition i.e.:

- i) Employers of food premises that maintain a clean premise;
- ii) Food premises entrepreneurs who provide safe food;
- iii) Food premises entrepreneurs who provide healthy food; and
- iv) The entrepreneur of food premises that supplies food in the right size of dishes according to individual needs.

This recognition involves two components namely food safety and quality as well as nutritional components. In order to obtain this recognition, food entrepreneurs must comply with the conditions set out for these two components. The entrepreneur of the food premises can still sell the food according to the original recipe as it is, if the food sold has met the set criteria.

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<sup>29</sup> Food Safety and Quality Division. (2019, June 30). Retrieved from <http://fsq.moh.gov.my/v6/xs/page.php?id=203>

<sup>30</sup> Food Safety and Quality Division. (2019, June 30). Retrieved from <http://fsq.moh.gov.my/v6/xs/page.php?id=203>

**b) Food premises inspections**

Food premises inspections are routinely carried out routinely and is an integral part of any food borne diseases outbreak investigations and public complaints.

Inspections and evaluation of food premises focus on cleanliness, food quality and safety, food storage, equipment and utensils, food handlers, facilities available at the food premise, waste disposal and waste management, loading area and vector/pest control. At the end of the inspection, a copy of the inspection report (in the form of a checklist) is provided to the manager/supervisor and the premise will be classified based on the result of inspection.

**c) Food Handlers program**

It is a basic food safety training and awareness which is stipulated under food safety, hygiene and sanitation which is regulated by MOH under the Food Hygiene Regulations 2009

**d) Halal**

Malaysia is the only country in the world whereby the government provides full support in promoting the Halal Certification process on products and services. Halal certification bodies in other countries are either developed by the individual provinces or states or backed by their non-governmental organizations (NGOs).

Halal Certification provides assurance to all Muslim consumers because it fulfils the Syariah law, which is a must for Muslims. To the non-Muslims, Halal products are quality products, simply due to the concept of halalan thoyyiban (Halal and wholesome) as HDC strongly advises all Halal certification applicants to comply with GMP and HACCP requirements. Thus, products

certified Halal by JAKIM are Halal products which are safe to consume or use, nutritious and with quality<sup>31</sup>.

The Malaysian certification procedures and both the Malaysian Halal Standards MS1500:2009 and MS2200: Part 1:2008 are continuously utilized because they received widespread recognition for maintaining excellence in the field of Halal-compliance. As a result, the Malaysia Halal Logo is recognized and well-accepted worldwide

## **2.5 Industry and Market Intelligence**

Industry and market intelligence are the collection and analysis of data of an industry by various sources of data to be utilise by the industry to make business decisions, manpower developments and training requirements. Industry intelligence is critical for developing strategies in the development of the industry, areas of manpower development and the impact of those developments. This section will provide information regarding food and beverage service activities industry based on the industry growth and employment statistics.

### **2.5.1 Growth of Food and Beverages Services Activities Industry**

Based on National Account Gross Domestic Product 2015-2018, Malaysia's economy grew by 4.7 per cent in 2018 compared to the previous year, 2017 at 5.7 per cent<sup>32</sup>. Malaysia gross domestic product (GDP) in 2018 recorded RM 1,361.5 billion where the main contributor comes from services and manufacturing sector with 56.7 per cent and 22.4 per cent respectively. Meanwhile, the main influencer for expenditure was driven by Private Final Consumption Expenditure.

Other than that, for this research, it will focus on food and beverages services activities industry in the services sector. Compare to previous years, percentage share to Malaysia GDP for service sector increases to 56.7 per cent in 2018 from to 55.6 per cent in 2017, 55.4 per cent in 2016 and 54.7 per cent in 2015 respectively<sup>33</sup>. Besides that, percentage

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<sup>31</sup> Halal Malaysia. (2019, June 30). Retrieved from <http://www.halal.gov.my/v4/>

<sup>32</sup> Department of Statistics Malaysia. 2019. National Account Gross Domestic Product 2018. Page 1

<sup>33</sup> Department of Statistics Malaysia. 2019. National Account Gross Domestic Product 2018. Page 46

share of food and beverages services activities industry to Malaysia GDP for 2015 to 2018 also shows a constant increase. It is increasing from 2.4 per cent in 2015, 2.5 per cent in 2016, and 2.5 per cent in 2017 to 2.7 per cent in 2018.

However, in terms of annual percentage change of food and beverages services activities industry in 2018, it is increasing compare to previous years, 2016 and 2017. Annual percentage change of food and beverages services activities industry increases to 9.7 per cent in 2018 from 8.1 per cent in 2017 and 7.8 per cent in 2016 respectively<sup>34</sup>.

### **2.5.2 Employment Statistics**

This section provides an overview regarding labour force, labour demand in Malaysia and employment statistics of food and beverage service activities industry.

#### **a) Labour Force in Malaysia**

Labour force can be defined as the sum of persons in employment plus persons in unemployment. Together these two groups of the population represent the current supply of labour for the production of goods and services taking place in a country through market transactions in exchange for remuneration<sup>35</sup>. The concept and definition of labour force in Malaysia are stated in Figure 2.1 below.

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<sup>34</sup> Department of Statistics Malaysia. 2019. National Account Gross Domestic Product 2018. Page 39

<sup>35</sup> International Labour Organization. 2018. Labour force (2019, 30 September) Retrieved from [https://www.ilo.org/global/statistics-and-databases/statistics-overview-and-topics/WCMS\\_470304/lang-en/index.htm](https://www.ilo.org/global/statistics-and-databases/statistics-overview-and-topics/WCMS_470304/lang-en/index.htm)

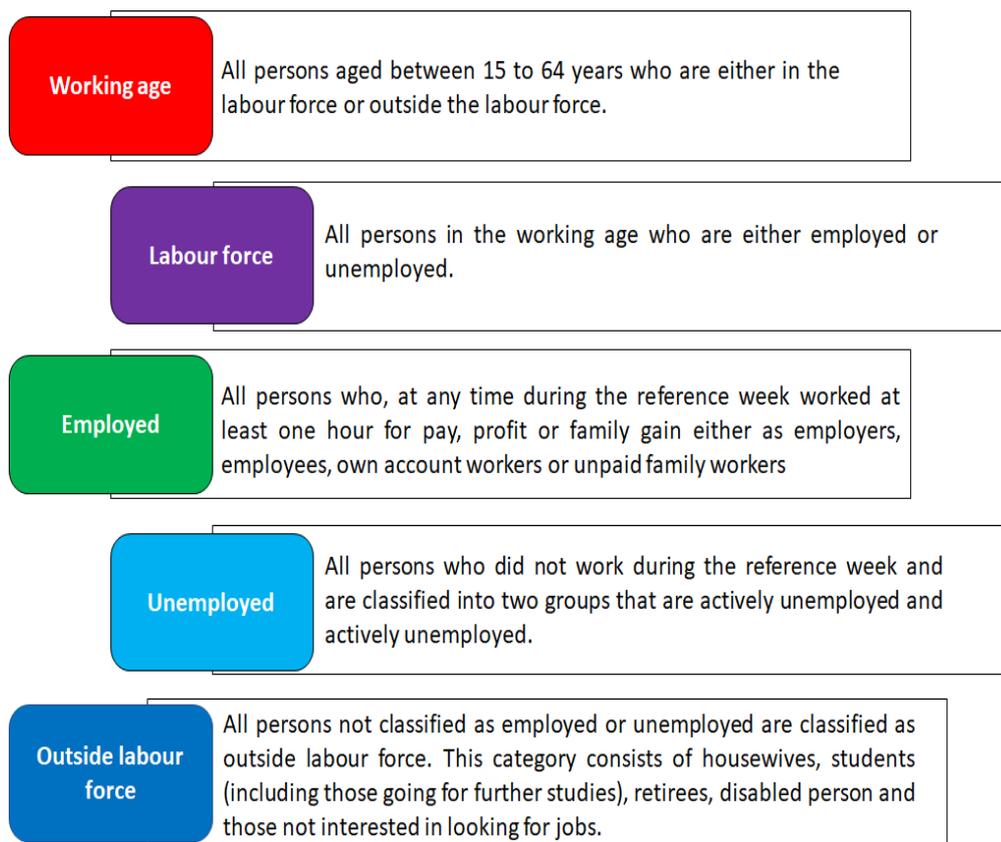


Figure 2.1: Concept and definition of labour force in Malaysia

(Source: Department of Statistics Malaysia, 2019)

Labour force in Malaysia increased by 2.0 per cent from 15.0 million persons in 2017 to nearly 15.3 million persons in 2018. The increment in labour force was contributed by 299,200 employed persons. Labour force participation rate (LFPR) in 2018 increased by 0.3 percentage points to 68.3 per cent as compared to 68.0 per cent in 2017<sup>36</sup>. Hence, the remaining 31.7 per cent of the working age population was outside the labour force. On the other hand, the unemployment rate improved to 3.3 per cent in 2018 as compared to 3.4 percent in 2017. This shows that the country's economy is still operating with full employment where the unemployment rate is below 4.0 per cent.

<sup>36</sup> Department of Statistics Malaysia. 2019. The Labour Force Survey Report 2018. Page 12

## b) Overview of services sector labour demand

Labour demand indicates the total labour that the economy is willing to employ at any given point of time. At the microeconomic level, labour demand by firm refers to positions in the company; and through the process of hires and separations, the information of filled positions and vacancies can be estimated. The concepts and definitions of the statistics on labour demand in this publication are as in Figure 2.2.

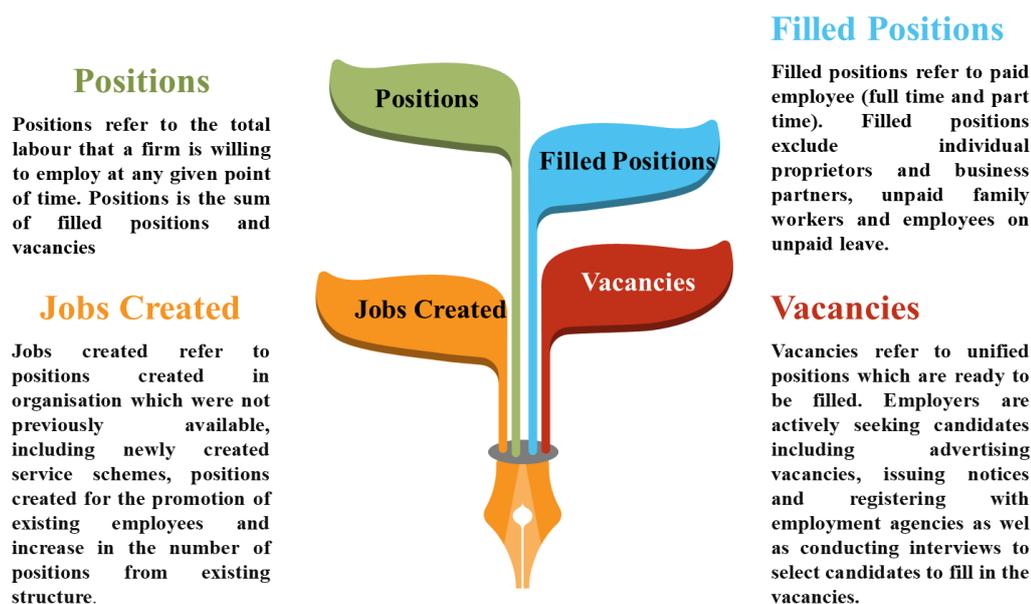


Figure 2.2: Concepts and definitions of the statistics on labour demand

(Source: Department of Statistics Malaysia, 2019)

The number of positions for Services sector in 2018 was 4,421 thousand, went up 58 thousand from 4,363 thousand in 2017. The number of filled positions increased to 4,384 thousand (2017: 4,322 thousand) while vacancies in this sector decreased by 5 thousand. Meanwhile, there were 51.0 thousand jobs created in the services sector in 2018<sup>37</sup>.

Positions by skill in 2018 recorded an increase in percentage share for skilled worker to 32.7 per cent and semi-skilled worker to 47.1 per cent compare to in 2017 with 32.6 per cent and 46.8 per cent for skilled worker and semi-skilled worker respectively. But for low skilled worker, the percentage share for position by skill

<sup>37</sup> Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 15

decrease from 20.6 per cent in 2017 to 20.2 per cent in 2018.<sup>38</sup> The details of the information can be referred to Figure 2.4.

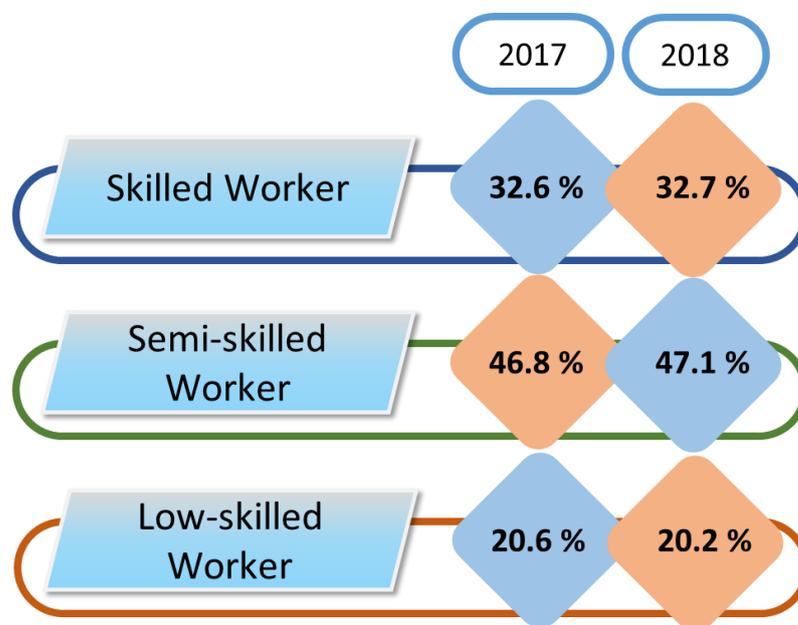


Figure 2.3: Positions by skill in services sector by percentage share

(Source: Department of Statistics Malaysia, 2019)

Other than that, the percentage share for filled position by skill in services sector in 2018, 47.1 per cent was recorded for semi-skilled worker, 32.8 per cent for skilled worker and 20.1 per cent for low skilled worker<sup>39</sup>. The comparison with 2017 can be referred to Figure 2.5.

<sup>38</sup> Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 32

<sup>39</sup> Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 38

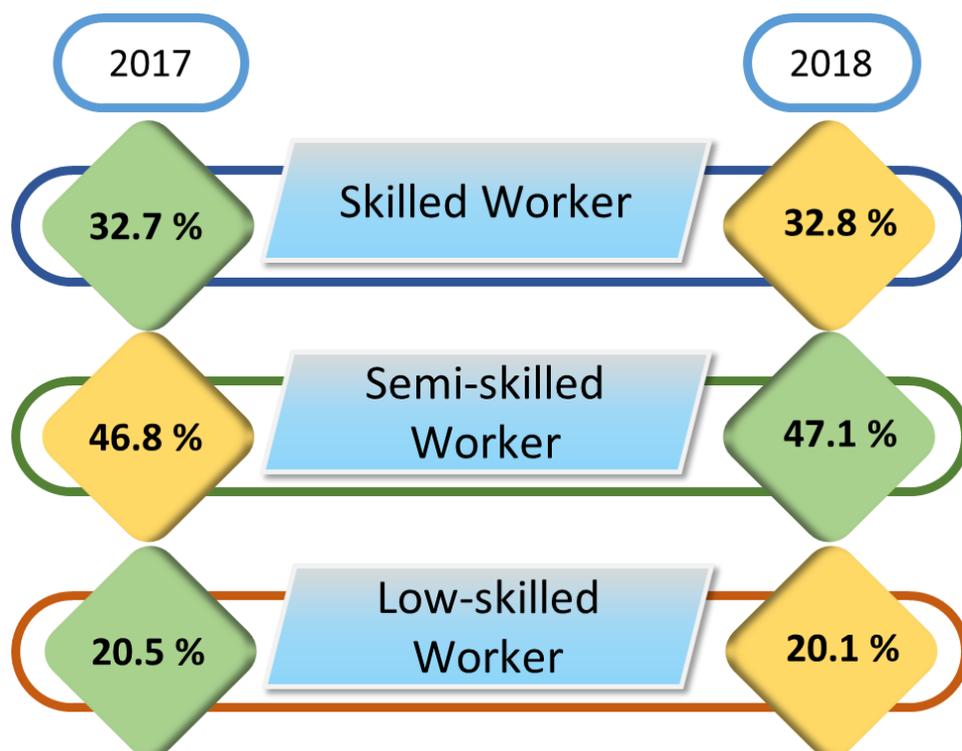


Figure 2.4: Filled position by skill in services sector by percentage share

(Source: Department of Statistics Malaysia, 2019)

More than that, for vacancies by skill in services sector by percentage share for 2018, 45.0 per cent was recorded for semi-skilled worker, 27.0 per cent for skilled worker and 28.0 per cent for low skilled worker<sup>40</sup>. The comparison with 2017 can be referred to Figure 2.6.

<sup>40</sup> Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 44

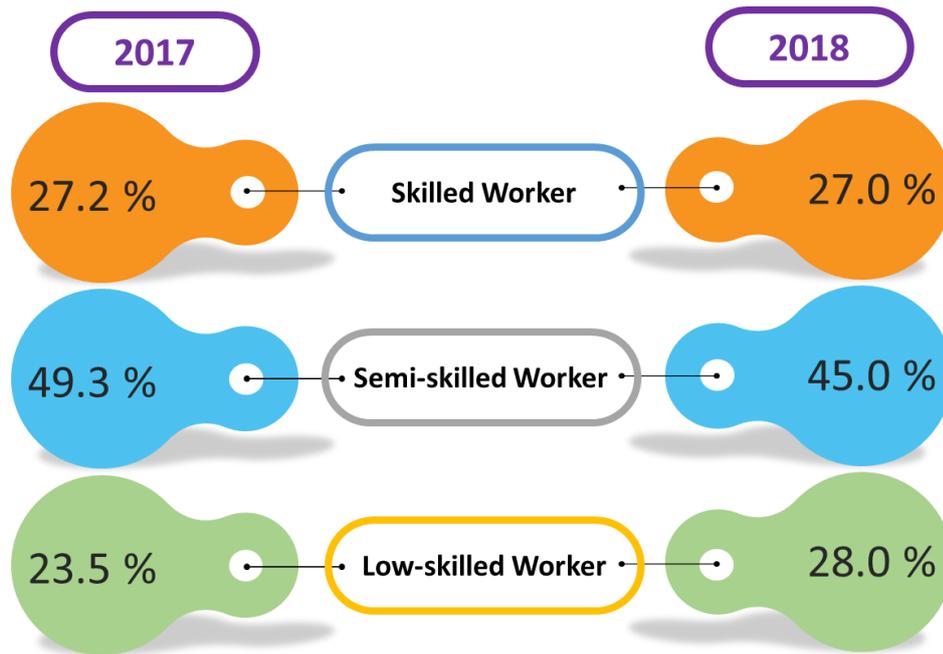


Figure 2.5: Vacancies by skill in services sector by percentage share

(Source: Department of Statistics Malaysia, 2019)

Last but not least, for jobs created by skill in services sector by percentage share for 2018, 54.9 per cent was recorded for skilled worker, 38.0 per cent for semi-skilled worker and 7.1 per cent for low skilled worker<sup>41</sup>. The comparison with 2017 can be referred Figure 2.7.

<sup>41</sup> Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 50

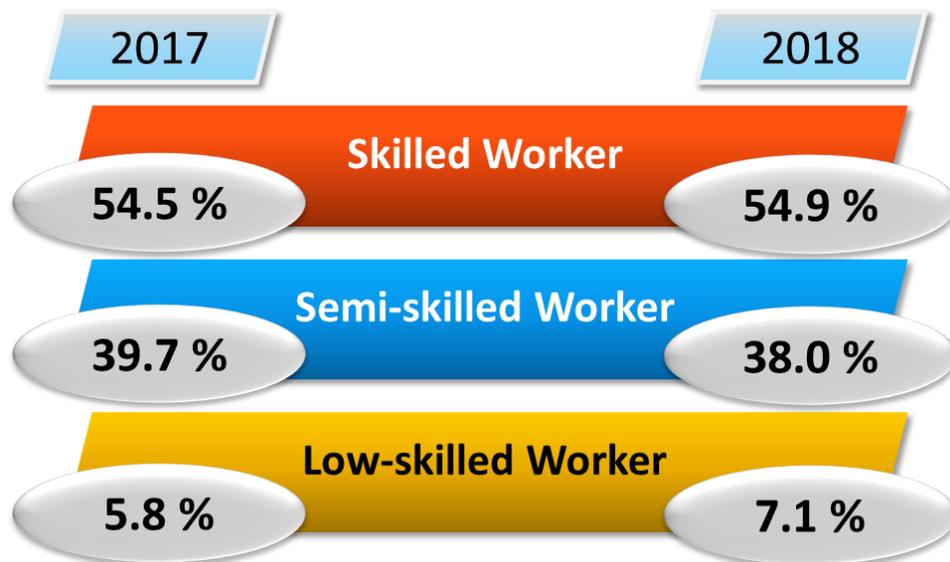


Figure 2.6: Jobs created by skill in services sector by percentage share

(Source: Department of Statistics Malaysia, 2019)

c) Employment growth of food and beverage services activities industry

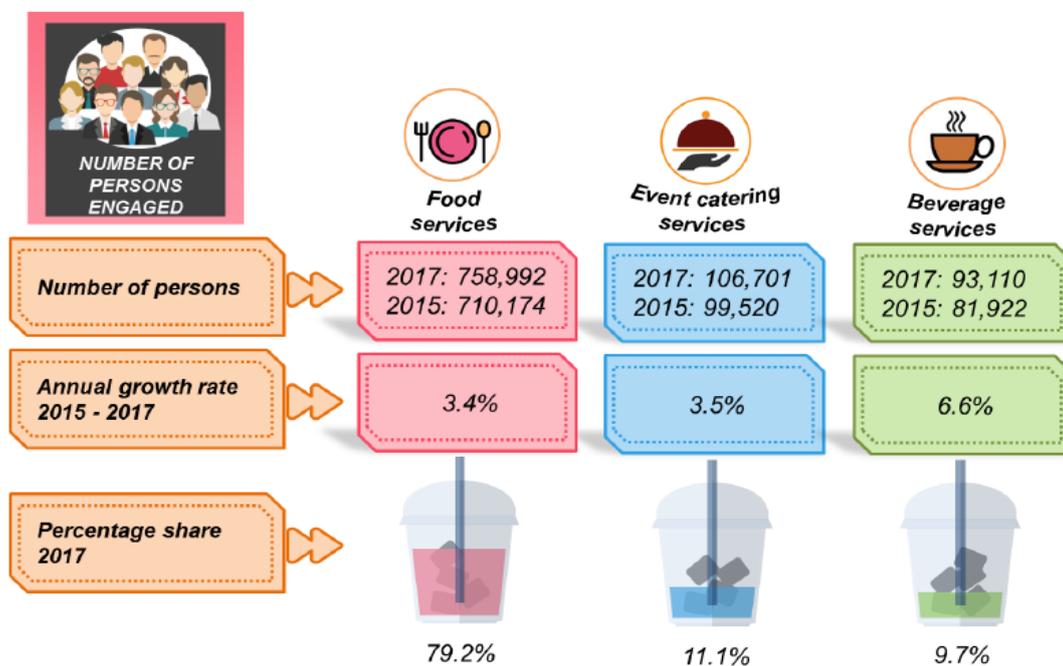


Figure 2.7: Number of Persons Engaged for Food and Beverage Services by Activity, 2015 and 2017, Malaysia

(Source: Department of Statistics Malaysia, 2018)

Figure 2.5 shows number of persons engaged for food and beverage services by activity, 2015 and 2017 where it can be seen here that Food services registered the highest number of persons engaged of 758,992 persons or 79.2 per cent (2015: 79.7%). The second highest contributor was event catering services with 106,701 persons or 11.1 per cent (2015: 11.2%), followed by beverage services with 93,110 persons or 9.7 per cent (2015: 9.2%).

### **2.5.3 Conclusion**

In conclusion, for food and beverages services activities industry, in 2018, the contribution of this industry toward Malaysia GDP are at 2.7 per cent compare to 2.5 per cent in 2017.

More than that, for employment statistics, number of persons engaged with food and beverages services activities industry increased from 891,616 persons in 2015 to 958,803 persons in 2017. The growth of this industry clearly shows that food and beverages services activities industry is one of promising industry in enhancing country development.

## **2.6 List of NOSS Relevant to MSIC 2008 Section I, Division 56**

The DSD has developed 13 NOSS related to Division 56, as NOSS Registry January 2019. The summary of NOSS title is provided in the table below.

Table 2.6: Summary of NOSS developed under the Division 56

(Source: NOSS Registry January 2019)

MSIC Group	Corresponding NOSS/ Level
<b>561</b> <b>Restaurants and Mobile Food Service Activities</b>	1) I561-001-5:2019 Stewarding Management 2) I561-001-4:2019 Stewarding Operations Control 3) I561-001-3:2017 Stewarding Operations Supervision 4) I561-001-2:2017 Stewarding Operations 5) HT-010-5:2012 Food & Beverage Management 6) HT-010-4:2012 Food & Beverage Outlet Management 7) I561-002-3:2018 Food & Beverage Operation Supervision 8) I561-002-2:2018 Food & Beverage Service Operation 9) HT-030-3:2014 Indian Food Preparation & Production 10) HT-031-3:2016 Fast Food Supervision and Operation 11) HT-031-2:2016 Fast Food Preparation and Services
<b>562</b> <b>Event catering and other food service activities</b>	NIL
<b>563</b> <b>Beverage serving activities</b>	1) I563-001-3:2018 Barista Services Operation 2) I563-001-2:2017 Barista Services

## **2.7 Overview with Developed Country**

This section provided an overview on developed country regarding Food and Beverage services industry where it will discuss on the Food and Beverage Services Industry growth in United States. United States was chosen due to its performance in food and beverage service activities industry. The detailed comparison can be referred in Chapter 4.

## **2.8 The Relevancy of Industry to IR4.0**

IR4.0 is a technological revolution, which starts from the First Industrial Revolution to the Third Industrial Revolution. Briefly, the First Industrial Revolution used water and steam power to mechanise production. The Second revolution used electric power to create mass production. The Third used electronics and information technology to automate production. The Fourth Industrial Revolution is building on the Third, the digital revolution that has been occurring since the middle of the last century. It is characterised by a fusion and convergence of technologies that cut across the physical, digital, and biological spheres. The Ministry of International Trade and Industry (MITI) has identified the main pillars<sup>42</sup> of Industry Revolution 4.0 and the description<sup>43</sup> of each is given as in the Table 2.7.

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<sup>42</sup> MITI. Industry 4.0. FAQ. [www.miti.gov.my](http://www.miti.gov.my)

<sup>43</sup> Vaidyaa, S., Ambadb, P., Bhoslec, S. (2018). Industry 4.0 – A Glimpse. 2nd International Conference on Materials Manufacturing and Design Engineering. Elsevier B.V.

Table 2.7: The 9 Pillars of Industry Revolution 4.0's Pillars Acknowledged by MITI

(Source: Ministry of International Trade and Industry (MITI))

NO.	I.R4.0 PILLARS	BRIEF DESCRIPTION
1.	Autonomous Robots	Coordinated and automated actions of robots to complete tasks intelligently, with minimal human input.
2.	Big Data Analytics	The analysis of ever larger volumes of data. Circulation, collection, and analysis of information is a necessity because it supports productivity growth based on a real-time decision-making process.
3.	Cloud Computing	Storing and accessing data and programs over the Internet instead of your computer's hard drive.
4.	Internet of Things (IOT)	All machines and systems connected to the production plant (as well as other systems) must be able to collect, exchange and save these massive volumes of information, in a completely autonomous way and without the need of human intervention.
5.	Additive Manufacturing (3D printing)	Use in prototyping, design iteration and small-scale production and often described as "rapid prototyping" - produce the desired components faster, more flexibly and more precisely than ever before.

<p><b>6.</b> System Integration</p>	<p>The process of linking together different computing systems and software applications physically or functionally to act as a coordinated whole via Internet of Things-IoT.</p>
<p><b>7.</b> Cyber-security</p>	<p>With the increased connectivity and use of standard communications protocols, the need to protect critical industrial systems and manufacturing lines from cybersecurity threats is increasing.</p>
<p><b>8.</b> Augmented Reality</p>	<p>Augmented-reality-based systems support a variety of services, such as selecting parts in a warehouse and sending repair instructions over mobile devices - provide workers with real-time information to improve decision making and work procedures.</p>
<p><b>9.</b> Simulation</p>	<p>Simulations will leverage real-time data to mirror the physical world in a virtual model, which can include machines, products, and humans. This allows operators to test and optimize the machine settings for the next product in line in the virtual world before the physical changeover, thereby driving down machine setup times and increasing quality.</p>

The food and beverage industry face multiple challenges from recalls to serving customer demands. Industry 4.0 will turn food and beverages services into predictors instead of ordinary services providers. This will save time and money for those who invest in the technology.

More than that, collecting data is easier now than ever. Tracking customers' preferences is simple with online shopping. Most websites keep this information to make it easier for a customer to repeat orders. Predicting customer desires can increase profits by catering to exactly what people will buy, when they will buy it and how much they will buy<sup>44</sup>.

For example, IR 4.0 play important role in F&B industry specifically Point of Sales (POS), restaurant management system, using big data for customer profiling and mass production using automated system.

Internet of Thing (IOT) involved in cashless payment method which include e-wallet, RFID, Scan and order QR code application, Mobile scan code order, self-ordering kiosk are new digital era for F&B industry nowadays. While autonomous robot is focusing on improving efficiency and technology in services area. This may include conveyer food serving system, vending machine and robotic service waiter.

## **2.9 Conclusion**

The Food & Beverage Services sector is an important and strategic part of Malaysian services industry. The overall Food and Beverages services industry employ around 958,803 people and contributes almost RM82.8 billion in 2017.

There are 13 NOSS related to this division have been developed over the years. There are 2 NOSS titles in this division that is Food & Beverage Management and Food & Beverage Outlet Management have not been revised and require immediate action to update the standard.

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<sup>44</sup> Megan Ray Nichols. 2018. How Industry 4.0 Will Affect the Food and Beverage Industry

The findings on industry landscape, MSIC definition of the job area, and the NOSS that have been developed give an insight of the overall picture of the industry. These inputs pave the way and guide the next course of action in restructuring the occupational structure, identifying skills in demand and critical job titles. The requirements of Industry Revolution 4.0 as well would give an impact to the future of the manpower in this area.

As to materialise the above, certain research methodologies employed. The description of research strategies and approaches are discussed in next chapter.

## CHAPTER 3: METHODOLOGY

### 3.1 Introduction

This section gives an overview of the strategies for data collection and potential analyses to be performed to meet the deliverables. Figure 3.1 show progress in Occupational Framework Development.

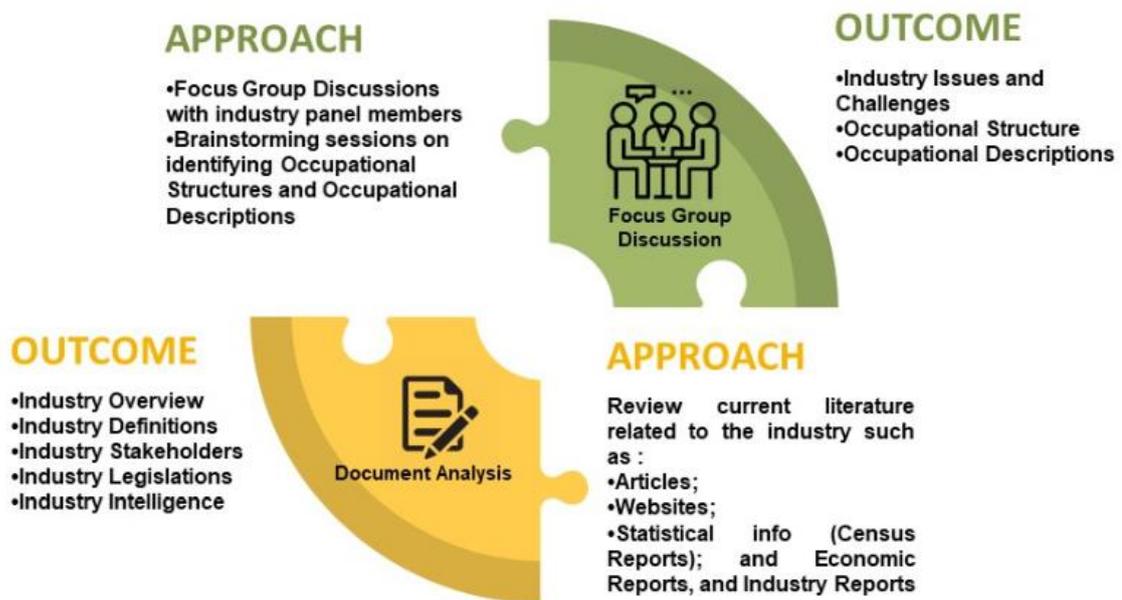


Figure 3.1: Occupational Framework Development Methodology

### 3.2 Research Approach

There are two approaches to be employed for data collection. These two data collection approaches can be grouped into two different themes: Document Analysis and Focus Group Discussion.

### **3.2.1 Document Analysis**

This approach requires rigorous review of existing literature that addresses a clearly formulated question. The review systematically searches, identifies, selects, appraises, and synthesizes research evidence relevant to the question using methodology that is explicit, reproducible, and leads to minimum bias.

A document analysis is more exhaustive than a literature review as it includes both published and unpublished literature, often called grey literature. Grey literature is a significant part of a systematic review and adds value to the review. This is because grey literature is often more current than published literature and is likely to have less publication bias. Grey literature includes unpublished studies, reports, dissertations, conference papers and abstracts, and governmental research. This approach is designed to provide a snapshot of the Food and Beverage Services industry landscape and outlook (such as industry trends and prospects). It provides a macroeconomic overview of the industry at sectoral level.

#### **a) Data Collection Strategy**

There are three main sources for data collection:

- i) Economic Database;
- ii) Database from other agencies; and
- iii) Literature review

For Economic Database, there are some information related to labour that are highly relevant to this study. Thus, the following information has been requested from the Department of Statistics Malaysia (DOSM).

- i) MSIC 2008
- ii) Occupation categories at 1-digit MASCO

Information from the Economic Database serves two purposes:

- To provide a snapshot of the current Food & Beverage Services industry landscape and outlook.
- To serve as control figures and baselining database when assessing data obtained from the online survey.

In addition to the Economic Database, database from other agencies (local and international agencies) that are relevant to Food & Beverage Services industry will be collected and analysed. Based on our initial observation, the following database contain relevant information for the industry.

- Local database – DSD, MOH and FSQ
- International database – Organization for Economic Co-operation and Development (OECD), World Bank and European Union (EU).

Database in the form of online resources and published reports collected from the local and international agencies.

For the literature review, relevant scientific research publications related to the industry has been reviewed. Database and findings from the publications emphasized in the review process.

## **b) Analysis**

Based on the three databases, the following analyses are carried out.

- i) Examined the economic performances of the industry by looking at several macroeconomic indicators (such as GDP, employment and output).
- ii) Analysed the industry outlook in relation to regional and global perspectives.

- iii) Determined the profile of the current and future workforce (such as occupations, and salaries and wages).
- iv) Initiated technological development in the industry (such as robotic & automation as well as element of IR4.0).

### **3.2.2 Focus Group Discussion**

A series of industry engagement based on focus group discussion (FGD) conducted to enable in-depth discussions on the issues of the industry workforce status. The FGD involves the discussion on the occupational structure (OS), occupational description (OD), skills in demand, jobs title, and critical job titles; assessment of curriculum and training programs; accreditation and qualification based on NOSS and MQA framework; potential workforce challenges; future outlook and strategic recommendations was proposed.

For focus group discussion, about 19 industry experts selected and appointed. The focus group discussion conducted by an experience facilitator to encourage dialogue among the panels and at the same time controlling the discussion. Facilitators commissioned by the DSD to develop occupational standards according to the guidelines that have been set.

The functions of the facilitator are to elicit and gather information and develop occupational standards in accordance with the format and formulas prescribed by the DSD. While the industry experts must be a person who had at least 7 years' industry experience and working with a company registered with Companies Commission of Malaysia (SSM).

The semi structured questions developed for FGD based on OS, OD, skills in demand, jobs title, critical job titles, and other related issues.

Five main semi-structured questions were constructed as follows:

- 1) What will be the industry occupational structure (OS) looks like?
- 2) What will be the job descriptions for each job title?
- 3) How to determine the demand for the industry skills?
- 4) How to determine the relevant jobs title that is in line with IR4.0?
- 5) How to determine the critical jobs for the industry.

**a) Data Collection Strategy**

In the process of gathering the input, brainstorming technique was adopted and were attended by development panel members who discussed the different sub-sectors and areas. Facts obtained during the literature review were also discussed and presented to the development panel members. The information gathered was then used as input to the Occupational Framework (OF) of the said sub-sector. Workshops and interviews were conducted during the development of the food & beverage service activities industry Occupational Framework. Follow up discussions with the industry experts were done in smaller groups to verify the findings of the OF.

The dates, venue and activities of the industry engagement sessions involving industry players, government agencies and subject matter experts are as below:

Table 3.1: List of Industry Engagement Sessions

<b>Date</b>	<b>Venue</b>	<b>Activity</b>
5 <sup>th</sup> – 8 <sup>th</sup> March 2019	Dorsett, Putrajaya	<ul style="list-style-type: none"> <li>• Identification of Preliminary Literature Search</li> <li>• Identification of Occupational Structure</li> <li>• Confirmation of Preliminary Literature Search</li> </ul>
4 <sup>th</sup> – 7 <sup>th</sup> April 2019	Grand BlueWave Hotel, Shah Alam	<ul style="list-style-type: none"> <li>• Confirmation of Preliminary Literature Search</li> </ul>
14 <sup>th</sup> – 17 <sup>th</sup> May 2019	Avenue Garden Hotel, Bangi	<ul style="list-style-type: none"> <li>• Confirmation of Occupational Structure</li> <li>• Development of Job Description</li> </ul>
17 <sup>th</sup> – 20 <sup>th</sup> June 2019	Royal Chulan, Seremban	

Date	Venue	Activity
26 <sup>th</sup> -28 <sup>th</sup> July 2019	Royal Chulan Cherating	<ul style="list-style-type: none"> <li>• Final document editing and review</li> </ul>

## b) Analysis

The following analyses are carried-out for FGD sessions.

- i) Assess the potential workforce challenges faced by the overall industry and any important area would be useful.
- ii) Examine the demand and supply of talent in the Food & Beverage Services industry according to NOSS and MQA standards.
- iii) Review the curriculum and training program relevant for the Food & Beverage Services industry workforce occupations in coordination with accreditation (MQA and DSD) and training providers, comprising local academic institutions (universities or colleges), vocational and other training entities.
- iv) Analysis of future trend of the occupational demand by various skill categories including TVET related occupations.

## 3.3 Conclusion

This chapter has elaborated on the methodology used in the study which is through Document Analysis and Focus Group Discussion. In focus group discussion, panel members are selected based on expert area including more than 30 years working experience in specific food and beverage industry. The panel members discuss thoroughly through 5 phases of deliberating workshops to retrieve information needed. The results of the Occupational Structure and Occupational Description development and skills in-demand identified by focus group are presented in the next chapter, Chapter 4: Findings.

## **CHAPTER 4: FINDINGS**

### **4.1 Introduction**

This chapter elaborates the findings of this study. The findings revolve around the objectives set for the study namely; to produce Occupational Structure (OS) from document analysis and Focus Group Discussion; to investigate the skills in demand in the industry; to determine critical job titles in the industry; to identify job titles relevant to IR4.0; and to determine occupational descriptions (OD) of each critical job titles identified from the OS.

### **4.2 Findings Analysis**

#### **4.2.1 Discussion of Results**

The identified job area and job titles for the food and beverage services activities industry were obtained through focus group discussion with industry experts during the development workshop. Based on the discussion held during the development workshops, the development panel members had identified the food and beverage services activities industry Occupational Framework (OF) will be discussed based on the 3 main group in Division 56 which were: -

- a) Restaurants and mobile food service activities
- b) Event catering and other food service activities
- c) Beverage serving activities

Research instruments used were focus group discussions and document analysis. The initial information is gathered by using document analysis and used as

the basis for the focus group discussion workshop. During the focus group discussion workshops, the information was analysed and grouped into six key theme areas which were: -

- a) Industry Background
- b) Jobs in Demand
- c) Skills in Demand
- d) Emerging Skills
- e) Occupational Structure
- f) Occupational Responsibilities

The limitation for this research is the research only focusing on focus group findings and secondary data from DOSM and ILMIA.

#### 4.2.2 Jobs in Demand

This section provides the information regarding jobs in demand in food and beverages industry. Jobs in demand is jobs that hard to fill and are always short of supply due to the nature of the jobs which require a certain of skills.

A study in ILMIA (2018) for food and beverages services industry, it was highlighted that top 6 critical occupations based on Malaysia Standard Classification of Occupations (MASCO), has identified several categories among other are Chefs, Restaurant Manager, Cooks, Bakers and Pastry and Waiters.



Figure 4.1 Top 6 Critical jobs in Food and Beverage Services

(Source: Institute of Labour Market Information and Analysis,2018)

i) Skills Gaps

In tackling the issues of skills gaps and job performance enhancements, several strategies will be use in the Food and Beverages area, among the area are, Operational Skills, Interpersonal & Communication Skills and Problem-Solving Skills that can be referred to Table 4.1.

Table 4.1 Skills Gaps

	<b>JOBS AREA</b>	<b>CAUSE OF SKILL GAPS</b>	<b>SOLUTION</b>
<b>1.</b>	Specialize / Specific Operational Training		
	Overall for all job areas from crew/member level till management level	<ul style="list-style-type: none"> <li>• Introduction to new Standard Operating Procedure or New Product and Services</li> <li>• Introduction of New Technology</li> </ul>	<ul style="list-style-type: none"> <li>• Advance Training</li> <li>• Review of syllabus at training centre</li> <li>• Joint venture with industry to provide training program and facilities</li> </ul>
<b>2.</b>	Interpersonal and Communication Skills		
	Overall for all job areas from crew/member level till management level	<ul style="list-style-type: none"> <li>• Lack of ability to understand verbal or written instruction</li> <li>• Inability to communicates efficiently with clients</li> </ul>	<ul style="list-style-type: none"> <li>• Training in communication at the workplace</li> </ul>
<b>3.</b>	Problem-solving skills		
	Overall for all job areas from crew/member level till	<ul style="list-style-type: none"> <li>• Lack of exposure to real working environment problems</li> </ul>	<ul style="list-style-type: none"> <li>• Training and personal development</li> </ul>

	management level	<ul style="list-style-type: none"> <li>• Staff are not resourceful when solving problems</li> </ul>	<ul style="list-style-type: none"> <li>• Review of syllabus at training centre or universities</li> <li>• Advance / upskilling training</li> </ul>
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### 4.2.3 Competency in Demand

This section comprises regarding skills/competency in demand in food and beverages industry. Competency in demand are defined as hard-to-find (or in shortage) when employers are unable to recruit staff with the required skills in the accessible labour market. There are 11 competencies in demand related in food and beverage service activities. The skills description can be referred below.

#### a) Sales and Upselling skills

- i) Sales are activities related to selling or the number of goods or services sold in a given time period.
- ii) Upselling is a strategy to sell a more value added.
- iii) Ability to perform suggestive selling
- iv) To develop a stronger relationship with customers

#### b) Communication skills

- i) Communication is one of the most important skills that you need to seed to succeed in any workplace.
- ii) The ability to convey information and communicate effectively and efficiently.

#### c) Product Knowledge

- i) Product knowledge is the ability to communicate information and answer question about any product to customers.

- ii) Product knowledge is essential sales skill. Understanding your product features allows you to present their benefits accurately and persuasively.
- iii) An understanding of goods or services that might include having acquired information about its application, function, features, use and support requirements. In F&B industry, the knowledge about food, beverages, the services you offered and the facilities available are essential.

**d) Customer service skills**

- i) Having a thorough knowledge of your inventory, experience with your products, and being able to help customers make the best choices for them.
- ii) Helping customers efficiently in a friendly manner, be able to handle issues for customers.

**e) Problem solving and diagnostic skills**

- i) Refer to an individual ability to identify a problem and define it.
- ii) Knowledge and experience required in identifying and understanding cause-and-effect relationships between symptoms and their underlying sources.
- iii) Gathering an information on the issues, eliminate unnecessary components and correct the issues.
- iv) A systematic approach to problem solving that is often used to find and correct any deviation issues.

**f) Language proficiency (English, Mandarin, Arabic, French)**

Ability to use a language in communicating and in business dealing.

**g) Decision making ability**

- i) The process of identifying and choosing alternative base on the values, reference and beliefs in decision making.

- ii) The process of making choices by gathering information, assessing alternative resolution and making decision.
- iii) The thought process of selecting a logical choice from the available options.

**h) Accounting and Financial skills**

- i) Ability to reflect on one's own work as well as the wider consequences of financial decision.
- ii) The capability to use relevant knowledge and understanding to manage an expected or unpredictable situation in order to solve the financial problem and convert it to a benefit and opportunity to one's advantage. These skills can be acquired or can be learned through a financial education background.

**i) Marketing skills**

- i) Refers to the activities of a company associated with buying, advertising, distributing or selling a product or services.
- ii) Is about building or creating and developing relationship with current and prospective client.

**j) Management skills**

- i) Can be defined as certain attributes or abilities that an executive should possess in order to fulfil specific tasks in an organization.

**k) Entrepreneurship and Intrapreneurship skills**

- i) Entrepreneurship are ability to develop and manage business while intrapreneurship is ability to execute business innovation and promotes business expansion.

Base on Table 4.2, in further refine the skills needed to be successful in the industry, Mayo C.R., and Thomas Haysbert, C. (2005) has identified 5 critical abilities should be available for all graduates in the hospitality, among other include the operational

skills, communication skills, financial and organizational skills, interpersonal skills and leaderships.

Table 4.2 The five most critical competencies, listed in order of predominance

<b>Characteristic</b>	<b>Educators Rank</b>	<b>Industry Professionals</b>
Demonstrate techniques to manage and improve revenue	1	2*
Demonstrate financial accounting processes	2	2*
Exercise listening skills/communication skills, which include oral and written skills.	3	1
Demonstrate how to manage subordinates by developing training programs using performance appraisals; know how to manage change	4	2*
Know and demonstrate how to motivate people	5	2*
Ability to plan and conduct team meetings, so that all are treated equally		4*
Exemplify a passion for service to the industry		3
Know and follow the legal issues related to all aspects of operation		5
Demonstrate food and beverage operations: principles of food preparation, production and supervision of employees.		4*

**\*indicate tied scores**

In short, the skills and abilities discuss here, should be included in curriculum development for training program in developing the future skilled food and beverage services activities industry workforce.

#### **4.2.4 Emerging Skills**

Emerging Skills are skills that are predicted to be imperative to the industry in the near future based on recent development, trend or study. Due to the Industrial Revolution on 4.0 (Digitalisation) (IR4.0) would definitely infected the economic activities of Food & Beverage Services Industries through Online Business.

##### **a) Future Trends and Prospects**

This section provides the overview of the future trends and prospects in F&B sector. The discussion starts with the industry growth drivers, followed by prospects and challenges, and lastly digitalization and automation. The facts and figures presented in this section is based on the information obtained from the report by ILMIA titled Environmental Scan for Food and Beverages Sector (2018).

##### **b) Growth Drivers, Prospects and Challenges**

In the business operation, other than minimizing the operational cost while maximizing the quality of goods and services produced, business sustainability has always become the major concern. To ensure the sustainability of food and beverages sub-sectors, three major industrial indicators need to be closely monitored.

The indicators include the growth drivers, prospects and challenges. Figure 4.1 until Figure 4.2 present the information. Based on Figure 4.1, all the F&B Subsectors are seen to be highly dependent on government initiative to drive their growth. The highest score is Accommodation with 46% followed by F&B Services with 30% and Manufacturing 29%.

In term of technology, only Manufacturing score more than 20% of the aspect compared to the others. This may due to the nature of the sub-sector where Manufacturing relying more technology in their operation as compared to Accommodation and F&B Services.

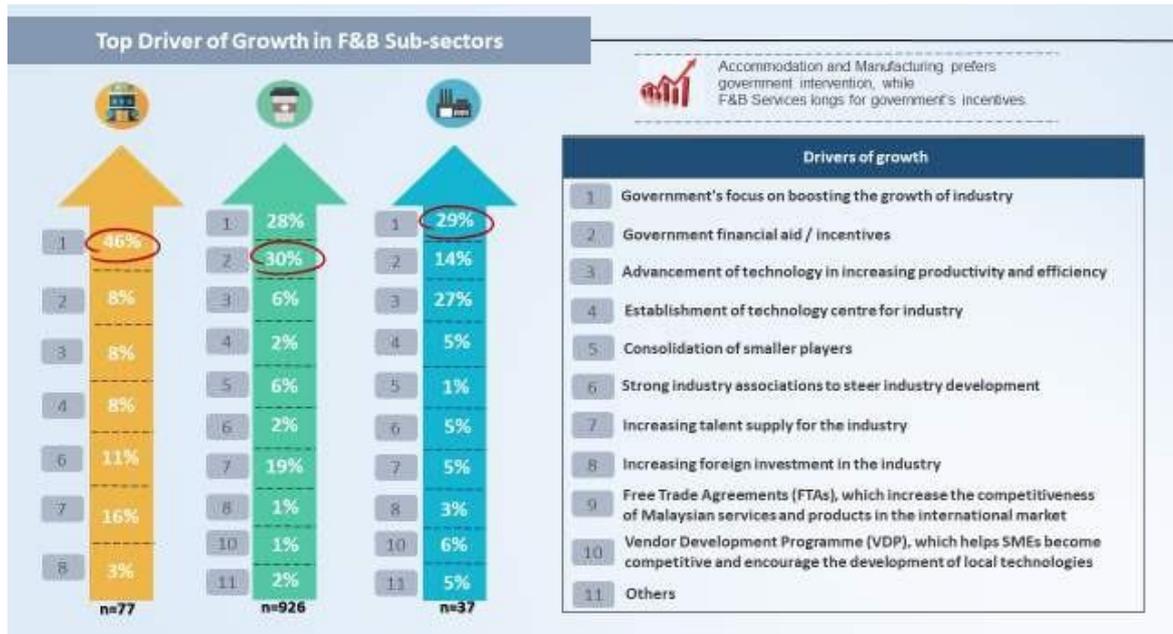


Figure 4.2 Top Driver of Growth in F&B industry

(Source: Institute of Labour Market Information and Analysis, 2018)

Figure 3.2 focuses on the prospects and challenges in Food and Beverage services industry. Specifically, both prospects and challenges are presented in terms of the key emerging trends and skill gaps from the labor side.

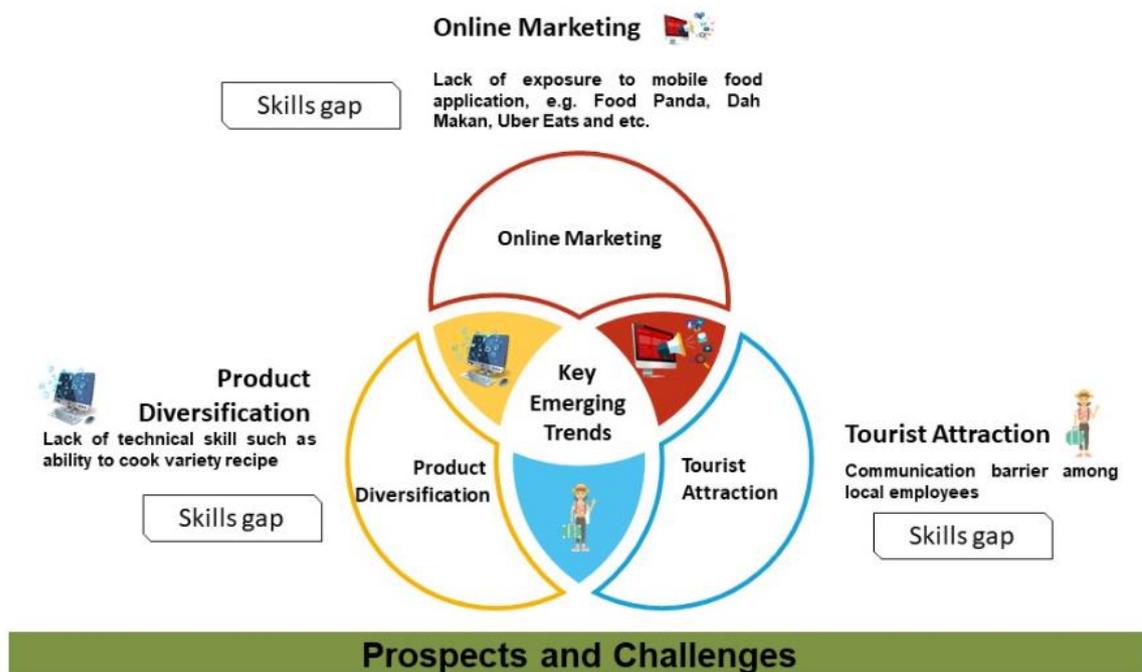


Figure 4.3: Prospects and challenges for Food and Beverage Service Industry

(Source: Institute of Labour Market Information and Analysis, 2018)

In summary, all food and beverage services activities sub-sectors specify that their business are aware of the current marketing trend, which is based on online applications and system. However, the establishments are unable to fully utilize the trend as employees are lack of computer skills that are necessary for online marketing. Additionally, the diversification of product is also the emerging trend for food and beverage services activities but the current employee in both sub-sectors lack of technical skill and several related skills.

### 4.3 Comparative Study Analysis

This section consists of the outcome of comparing the developed countries with Malaysia in term of food and beverage industry performance. United States was chosen due to its performance in food and beverage service industry.

#### 4.3.1 United States

The food and beverage industry are an essential part of the United States economy. Between agriculture, manufacturing, retail, and food service, this sector contributes 5% of the country's GDP and 10% of employment. Its sales total \$1.4 trillion. According to a report by the US Committee for Economic Development, the food and beverage industry consists of close to 27,000 organizations and employs almost 1.5 million people. While growth is relatively low, the market has been more stable than other United States manufacturing industries, as demand for food remains steady. The price of agricultural commodities has also stayed low and consistent, contributing to this stability. While food and beverage profit margins are traditionally small, they are not expected to shrink further in the coming years. There is a considerable amount of price competition in the industry, which contributes to the narrow profit margins as companies compete to offer the most appealing deals in order to gain market share.

Table 4.3: Comparative Analysis between Malaysia and United States

	<b>GDP Percentage Share (Food and Beverage Services)</b>	<b>Number of Establishment</b>	<b>Employment Statistics</b>
 <b>Malaysia</b>	<b>2.7%</b>	<b>167,490</b>	<b>958,803</b>
 <b>United States</b>	<b>5%</b>	<b>27,000</b>	<b>1.5 million</b>

The comparative analysis is based on 3 main economic areas for each nation which is the GDP percentage (%) share of the industry, the numbers of establishment (company) and the employment statistic. The GDP percentage shares for the table above is based on the food and beverage service activities for each nation as it reflects the overall industry performance. Based on Table 4.3, United States recorded higher GDP share than Malaysia with 5% while for number of establishments, Malaysia has a higher number of establishments compare to United States and for employment statistics, United states recorded higher number of employment statistics compare to Malaysia.

#### **4.4 Occupational Structure (OS)**

There are 55 area, 191 job titles, 114 critical job titles and 41 job titles related to IR4.0 in food and beverage service activities industry have been determine in focus group discussion by the expertise of the related industry. The details for OS of food and beverage service activities industry are shown in Table 4.2 to 4.9.

Table 4.4: Group 561 Occupational Structure (1 of 6)

SECTION	(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES						
DIVISION	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES						
GROUP	(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES						
AREA	Restaurants and restaurant cum night clubs - Kitchen (Main Kitchen)	Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)	Restaurants and restaurant cum night clubs - Kitchen (Butcher)	Restaurants and restaurant cum night clubs - Kitchen (Pastry)	Restaurants and restaurant cum night clubs - Kitchen (Bakery)	Restaurants and restaurant cum night clubs - Services (Dining)	Restaurants and restaurant cum night clubs - Services (Back Area)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available	Food & Beverage Director	Food & Beverage Director
LEVEL 5	Executive Chef / Executive Sous Chef*	Executive Chef / Executive Sous Chef*	Executive Chef / Executive Sous Chef*	Executive Chef / Executive Sous Chef*	Executive Chef / Executive Sous Chef*	Food & Beverage Manager/ Food & Beverage Assistant Manager	Food & Beverage Manager/ Food & Beverage Assistant Manager
LEVEL 4	Sous Chef	Sous Chef	Butcher Chef	Pastry Chef	Chief Baker	Outlet Manager/ Assistant Outlet Manager	Outlet Manager/ Assistant Outlet Manager
LEVEL 3	Chef De Partie /Demi Chef/Kitchen Coordinator***	Chef De Partie/ Demi Chef***	Chef De Partie/ Demi Chef***	Chef De Partie/ Demi Chef***	Chef De Partie/ Demi Chef***	Supervisor***	Supervisor***
LEVEL 2	Commis /Team Leader*	Commis/ Team Leader*	Commis/ Team Leader*	Commis/ Team Leader*	Commis/ Team Leader*	Captain/Hostess/Butler/ Cashier**	Captain/Hostess/Butler/ Cashier**
LEVEL 1	Kitchen Helper /Team Helper*	Kitchen Helper/ Team Helper*	Kitchen Helper/ Team Helper*	Kitchen Helper/ Team Helper*	Kitchen Helper/ Team Helper*	Food & Beverage Assistant*	Food & Beverage Assistant*

Note: \*Critical Job Titles, \*\*Jobs relevant to IR 4.0, \*\*\* Critical Job Titles and Jobs relevant to IR 4.0

Table 4.5: Group 561 Occupational Structure (2 of 6)

SECTION	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>					
DIVISION	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>					
GROUP	<b>(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES</b>					
AREA	<b>Restaurants and restaurant cum night clubs - Services (Counter Area)</b>	<b>Restaurants and restaurant cum night clubs - Services (Buffet)</b>	<b>Restaurants and restaurant cum night clubs - Services (Bar)</b>	<b>Restaurants and restaurant cum night clubs - Services (Beverages)</b>	<b>Restaurants and restaurant cum night clubs - Cleaning (Steward)</b>	<b>Restaurants and restaurant cum night clubs - Services (Halal Certification)</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Food & Beverage Director	Food & Beverage Director	Food & Beverage Director	Food & Beverage Director	Not Available	Not Available
<b>LEVEL 5*</b>	Food & Beverage Manager/ Food & Beverage Assistant Manager	Food & Beverage Manager/ Food & Beverage Assistant Manager	Food & Beverage Manager/ Food & Beverage Assistant Manager	Food & Beverage Manager/ Food & Beverage Assistant Manager	Not Available	Not Available
<b>LEVEL 4</b>	Outlet Manager/ Assistant Outlet Manager	Outlet Manager/ Assistant Outlet Manager	Outlet Manager/ Assistant Outlet Manager	Outlet Manager/ Assistant Outlet Manager	Chief Steward/ Assistant Chief Steward	Executive Halal*
<b>LEVEL 3</b>	Supervisor **	Supervisor***	Supervisor***	Supervisor***	Supervisor/ Captain***	No Level
<b>LEVEL 2</b>	Captain/Hostess/Butler/ Cashier**	Captain/Hostess/Butler/ Cashier**	Bartender /Barista*	Bartender/ Barista*	Steward*	No Level
<b>LEVEL 1</b>	Food & Beverage Assistant*	Food & Beverage Assistant*	Food & Beverage Assistant*	Food & Beverage Assistant*	No Level	No Level

Note: \*Critical Job Titles, \*\*Jobs relevant to IR 4.0, \*\*\* Critical Job Titles and Jobs relevant to IR 4.0

Table 4.6: Group 561 Occupational Structure (3 of 6)

SECTION	(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES						
DIVISION	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES						
GROUP	(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES						
AREA	Cafeterias / canteens - Kitchen (Main Kitchen)	Cafeterias / canteens - Kitchen (Cold Kitchen)	Cafeterias / canteens - Kitchen (Butcher)	Cafeterias / canteens - Kitchen (Pastry)	Cafeterias / canteens - Kitchen (Bakery)	Cafeterias / canteens - Services (Dining)	Cafeterias / canteens - Services (Back Area)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available	Food & Beverage Director	Food & Beverage Director
LEVEL 5	Executive Chef / Executive Sous Chef*	Executive Chef / Executive Sous Chef*	Executive Chef / Executive Sous Chef*	Executive Chef / Executive Sous Chef*	Executive Chef / Executive Sous Chef*	Food & Beverage Manager/ Food & Beverage Assistant Manager	Food & Beverage Manager/ Food & Beverage Assistant Manager
LEVEL 4	Sous Chef	Sous Chef	Butcher Chef	Pastry Chef	Chief Baker	Outlet Manager/ Assistant Outlet Manager	Outlet Manager/ Assistant Outlet Manager
LEVEL 3	Chef De Partie /Demi Chef/Kitchen Coordinator***	Chef De Partie/ Demi Chef***	Chef De Partie/ Demi Chef***	Chef De Partie/ Demi Chef***	Chef De Partie/ Demi Chef***	Supervisor***	Supervisor***
LEVEL 2	Commis /Team Leader*	Commis/ Team Leader*	Commis/ Team Leader*	Commis/ Team Leader*	Commis/ Team Leader*	Captain/Hostess/ Butler/ Cashier**	Captain/Hostess/ Butler/ Cashier**
LEVEL 1	Kitchen Helper /Team Helper*	Kitchen Helper/ Team Helper*	Kitchen Helper/ Team Helper*	Kitchen Helper/ Team Helper*	Kitchen Helper/ Team Helper*	Food & Beverage Assistant*	Food & Beverage Assistant*

Note: \*Critical Job Titles, \*\*Jobs relevant to IR 4.0, \*\*\* Critical Job Titles and Jobs relevant to IR 4.0

Table 4.7: Group 561 Occupational Structure (4 of 6)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>					
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>					
<b>GROUP</b>	<b>(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES</b>					
<b>AREA</b>	<b>Cafeterias / canteens -Services (Counter Area)</b>	<b>Cafeterias / canteens -Services (Buffet)</b>	<b>Cafeterias / canteens -Services (Bar)</b>	<b>Cafeterias / canteens -Services (Beverages)</b>	<b>Cafeterias / canteens -Cleaning (Steward)</b>	<b>Cafeterias / canteens -Services (Halal Certification)</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Food & Beverage Director	Food & Beverage Director	Food & Beverage Director	Food & Beverage Director	Not Available	Not Available
<b>LEVEL 5</b>	Food & Beverage Manager/ Food & Beverage Assistant Manager	Not Available	Not Available			
<b>LEVEL 4</b>	Outlet Manager/ Assistant Outlet Manager	Outlet Manager/ Assistant Outlet Manager	Outlet Manager/ Assistant Outlet Manager	Outlet Manager/ Assistant Outlet Manager	Chief Steward/ Assistant Chief Steward	Executive Halal*
<b>LEVEL 3</b>	Supervisor***	Supervisor***	Supervisor **	Supervisor***	Supervisor/ Captain***	No Level
<b>LEVEL 2</b>	Captain/Hostess/ Butler/ Cashier**	Captain/Hostess/ Butler/ Cashier**	Bartender /Barista*	Bartender/ Barista*	Steward*	No Level
<b>LEVEL 1</b>	Food & Beverage Assistant*	Food & Beverage Assistant*	Food & Beverage Assistant*	Food & Beverage Assistant*	No Level	No Level

Note: \*Critical Job Titles, \*\*Jobs relevant to IR 4.0, \*\*\* Critical Job Titles and Jobs relevant to IR 4.0

Table 4.8: Group 561 Occupational Structure (5 of 6)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>			
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>			
<b>GROUP</b>	<b>(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES</b>			
<b>AREA</b>	<b>Fast-Food Restaurants (Back of The House)</b>	<b>Fast-Food Restaurants (Front of The House)</b>	<b>Fast-Food Restaurants (Barista)</b>	<b>Fast-Food Restaurants (Management)</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available	General Manager / Operation Manager
<b>LEVEL 5</b>	Not Available	Not Available	Not Available	Restaurant Manager / Area Manager
<b>LEVEL 4</b>	Not Available	Not Available	Not Available	Assistant Manager**
<b>LEVEL 3</b>	Team Leader / Supervisor/ Hostess /Captain*	Team Leader / Supervisor / Team Leader / Hostess /Captain*	Team Leader / Supervisor / Hostess /Captain*	Team Leader / Supervisor / Hostess /Captain*
<b>LEVEL 2</b>	Team Member / Cook / Kitchen Helper*	Rider / Cashier / Floor Crew ***	Barista*	No Level
<b>LEVEL 1</b>	No Level	No Level	No Level	No Level

Note: \*Critical Job Titles

\*\*Jobs relevant to IR 4.0

\*\*\* Critical Job Titles and Jobs relevant to IR 4.0

Table 4.9: Group 561 Occupational Structure (6 of 6)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>			
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>			
<b>GROUP</b>	<b>(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES</b>			
<b>AREA</b>	<b>Services (Ice cream truck vendors and parlours)</b>	<b>Services (Mobile Food Carts)</b>	<b>Main Kitchen (Food stalls/hawkers)</b>	<b>Main Kitchen (Food or beverage, food and beverage preparation in market stalls/hawkers)</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 5</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 4</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 3</b>	Supervisor	Entrepreneur/Owner	Entrepreneur/Owner	Entrepreneur/Owner
<b>LEVEL 2</b>	Team Leader/Driver	Team Leader/Driver	Team Member/Crew	Team Member/Crew
<b>LEVEL 1</b>	Team Member/Crew	Team Member	No Level	No Level

Table 4.10: Group 562 Occupational Structure (1 of 2)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>				
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>				
<b>GROUP</b>	<b>(562) EVENT CATERING AND OTHER FOOD SERVICE ACTIVITIES</b>				
<b>AREA</b>	<b>Kitchen</b>	<b>Services</b>	<b>Services (VIP)</b>	<b>Cleaning</b>	<b>Logistic</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 5</b>	Not Available	Event Manager/Catering Manager	Not Available	Not Available	Not Available
<b>LEVEL 4</b>	Head Chef	Event Coordinator / Supervisor	Not Available	Not Available	Not Available
<b>LEVEL 3</b>	Chef De Partie / Demi Chef***	Event Crew***	Catering Butler***	Steward*	Driver***
<b>LEVEL 2</b>	Commis*	Waiter / Waitress*	No Level	No Level	No Level
<b>LEVEL 1</b>	No Level	No Level	No Level	No Level	No Level

Note: \*Critical Job Titles

\*\*Jobs relevant to IR 4.0

\*\*\* Critical Job Titles and Jobs relevant to IR 4.0

Table 4.11: Group 562 Occupational Structure (2 of 2)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>						
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>						
<b>GROUP</b>	<b>(562) EVENT CATERING AND OTHER FOOD SERVICE ACTIVITIES</b>						
<b>AREA</b>	<b>Other Food Service Activities (Kitchen)</b>	<b>Other Food Service Activities (Services)</b>	<b>Other Food Service Activities (Cleaning)</b>	<b>Production</b>	<b>Quality Control</b>	<b>In-Flight Services</b>	<b>Technology</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 5</b>	Executive Chef	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 4</b>	Head Chef **	Not Available	Not Available	Duty Manager/ Food Bank Manager**	Safety and Hygiene Manager*/ Halal Manager*/ Quality Manager*	In-Flight Manager**	Nutritionist/ Dietician/ Food Technologist* **
<b>LEVEL 3</b>	Chef De Partie / Demi Chef*	Food Service Manager*	Chief Steward	Food Bank Officer/Duty Officer	Executive Halal*	Leading Steward	No Level
<b>LEVEL 2</b>	Commis*	Food Service Assistant*	Steward*	No Level	No Level	Cabin Crew/Flight Attendant	No Level
<b>LEVEL 1</b>	No Level	No Level	No Level	No Level	No Level	No Level	No Level

Note: \*Critical Job Titles

\*\*Jobs relevant to IR 4.0

\*\*\* Critical Job Titles and Jobs relevant to IR 4.0

Table 4.12: Group 563 Occupational Structure (1 of 2)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>					
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>					
<b>GROUP</b>	<b>(563) BEVERAGE SERVING ACTIVITIES</b>					
<b>AREA</b>	<b>Bar/Beverage (Pubs, Bars)</b>	<b>Bar/Beverage (Coffee House)</b>	<b>Lounges</b>	<b>Discotheque</b>	<b>Service (Dining/Pantry)</b>	<b>Cleaning</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 5</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 4</b>	Beverages Manager	Outlet Manager	Lounges Manager	Discotheque Manager	Not Available	Not Available
<b>LEVEL 3*</b>	Bar Captain/ Supervisor*	Bar Captain/ Supervisor*	Bar Captain/ Supervisor*	Bar Captain/ Supervisor*	Hostess/Captain/ Butler/Cashier*	Steward*
<b>LEVEL 2*</b>	Bartender*	Bartender*	Bartender*/ Specialty Barista	Bartender*	No Level	No Level
<b>LEVEL 1</b>	No Level	No Level	No Level	No Level	No Level	No Level

Note: \*Critical Job Titles

Table 4.13: Group 563 Occupational Structure (2 of 2)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>		
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>		
<b>GROUP</b>	<b>(563) BEVERAGE SERVING ACTIVITIES</b>		
<b>AREA</b>	<b>Main Kitchen (Drink stalls/hawkers/kiosk)</b>	<b>Main Kitchen (Mobile beverage)</b>	<b>Main Kitchen (Others drinking places n.e.c.)</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available
<b>LEVEL 5</b>	Not Available	Not Available	Not Available
<b>LEVEL 4</b>	Not Available	Not Available	Not Available
<b>LEVEL 3</b>	Entrepreneur/Owner	Entrepreneur/Owner	Entrepreneur/Owner
<b>LEVEL 2</b>	Team Member	Team Member	Team Member
<b>LEVEL 1</b>	No Level	No Level	No Level

Table 4.14: Summary of Job Titles

No	Job Area	Level								Total Identified Job Titles	Total Critical Job Titles	Total IR 4.0 Job Titles
		1	2	3	4	5	6	7	8			
561 RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES												
1	Restaurants and restaurant cum night clubs - Kitchen (Main Kitchen)	1	1	1	1	1	NA	NA	NA	5	4	1
2	Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)	1	1	1	1	1	NA	NA	NA	5	4	1
3	Restaurants and restaurant cum night clubs - Kitchen (Butcher)	1	1	1	1	1	NA	NA	NA	5	4	1
4	Restaurants and restaurant cum night clubs - Kitchen (Pastry)	1	1	1	1	1	NA	NA	NA	5	4	1
5	Restaurants and restaurant cum night clubs - Kitchen (Bakery)	1	1	1	1	1	NA	NA	NA	5	4	1
6	Restaurants and restaurant cum night clubs - Services (Dining)	1	1	1	1	1	NA	NA	NA	5	3	1
7	Restaurants and restaurant cum night clubs - Services (Back Area)	1	1	1	1	1	1	NA	NA	6	3	1
8	Restaurants and restaurant cum night clubs - Services (Counter Area)	1	1	1	1	1	1	NA	NA	6	3	1
9	Restaurants and restaurant cum night clubs - Services (Buffet)	1	1	1	1	1	1	NA	NA	6	3	1
10	Restaurants and restaurant cum night clubs - Services (Bar)	1	1	1	1	1	1	NA	NA	6	3	1
11	Restaurants and restaurant cum night clubs - Services (Beverage)	1	1	1	1	1	1	NA	NA	6	3	1
12	Restaurants and restaurant cum night clubs - Cleaning (Stewards)	NL	1	1	NA	NA	NA	NA	NA	2	2	1
13	Restaurants and restaurant cum night clubs - Services (Halal Certification)	NL	NL	1	NA	NA	NA	NA	NA	1	1	-
14	Cafeterias / canteens - Kitchen (Main Kitchen)	1	1	1	1	1	NA	NA	NA	5	4	1

No	Job Area	Level								Total Identified Job Titles	Total Critical Job Titles	Total IR 4.0 Job Titles
		1	2	3	4	5	6	7	8			
15	Cafeterias / canteens - Kitchen (Cold Kitchen)	1	1	1	1	1	NA	NA	NA	5	4	1
16	Cafeterias / canteens - Kitchen (Butcher)	1	1	1	1	1	NA	NA	NA	5	4	1
17	Cafeterias / canteens - Kitchen (Pastry)	1	1	1	1	1	NA	NA	NA	5	4	1
18	Cafeterias / canteens - Kitchen (Bakery)	1	1	1	1	1	NA	NA	NA	5	4	1
19	Cafeterias / canteens - Services (Dining)	1	1	1	1	1	NA	NA	NA	5	3	1
20	Cafeterias / canteens - Services (Back Area)	1	1	1	1	1	1	NA	NA	6	3	1
21	Cafeterias / canteens - Services (Counter Area)	1	1	1	1	1	1	NA	NA	6	3	1
22	Cafeterias / canteens - Services (Buffet)	1	1	1	1	1	1	NA	NA	6	3	1
23	Cafeterias / canteens - Services (Bar)	1	1	1	1	1	1	NA	NA	6	3	1
24	Cafeterias / canteens - Services (Beverage)	1	1	1	1	1	1	NA	NA	6	3	1
25	Cafeterias / canteens - Cleaning (Stewards)	NL	1	1	NA	NA	NA	NA	NA	2	2	1
26	Cafeterias / canteens - Services (Halal Certification)	NL	NL	1	NA	NA	NA	NA	NA	1	1	-
27	Fast-Food Restaurant (Back of The House)	NL	1	1	NA	NA	NA	NA	NA	2	2	-
28	Fast-Food Restaurant (Front of The House)	NL	1	1	NA	NA	NA	NA	NA	2	2	1
29	Fast-Food Restaurant (Barista)	NL	1	1	NA	NA	NA	NA	NA	2	2	-
30	Fast-Food Restaurant (Management)	NL	NL	1	1	1	1	NA	NA	4	2	1
31	Services (Ice cream truck vendors and parlours)	1	1	1	NA	NA	NA	NA	NA	3	-	-

No	Job Area	Level								Total Identified Job Titles	Total Critical Job Titles	Total IR 4.0 Job Titles
		1	2	3	4	5	6	7	8			
32	Services (Mobile Food Carts)	1	1	1	NA	NA	NA	NA	NA	1	-	-
33	Main Kitchen (Food stalls/hawkers)	NL	1	1	NA	NA	NA	NA	NA	2	-	-
34	Main Kitchen (Food or beverage, food and beverage preparation in market stalls/hawkers)	NL	1	1	NA	NA	NA	NA	NA	2	-	-
562 EVENT CATERING AND OTHER FOOD SERVICE ACTIVITIES												
35	Kitchen	NL	1	1	1	NA	NA	NA	NA	3	2	1
36	Services	NL	1	1	1	1	NA	NA	NA	4	2	1
37	Services (VIP)	NL	NL	1	NA	NA	NA	NA	NA	1	1	1
38	Cleaning	NL	NL	1	NA	NA	NA	NA	NA	1	1	-
39	Other Food Service Activities (Kitchen)	NL	1	1	1	NA	NA	NA	NA	3	2	1
40	Other Food Service Activities (Services)	NL	1	1	1	1	NA	NA	NA	4	2	1
41	Other Food Service Activities (Cleaning)	NL	1	1	NA	NA	NA	NA	NA	2	1	1
42	Logistic	NL	2	NL	NA	NA	NA	NA	NA	2	1	1
43	Production	NL	NL	1	1	NA	NA	NA	NA	2	-	1
44	Quality Control	NL	NL	1	1	NA	NA	NA	NA	2	1	-
45	In-Flight Services	NL	NL	1	1	NA	NA	NA	NA	2	-	1
46	Technology	NL	NL	NL	1	NA	NA	NA	NA	1	1	1

No	Job Area	Level								Total Identified Job Titles	Total Critical Job Titles	Total IR 4.0 Job Titles
		1	2	3	4	5	6	7	8			
563 BEVERAGE SERVING ACTIVITIES												
47	Bar/Beverage (Pubs, Bars)	NL	1	1	1	NA	NA	NA	NA	3	2	-
48	Bar/Beverage (Coffee House)	NL	1	1	1	NA	NA	NA	NA	3	2	-
49	Lounges	NL	1	1	1	NA	NA	NA	NA	3	2	-
50	Discotheque	NL	1	1	1	NA	NA	NA	NA	3	2	-
51	Service (Dining/Pantry)	NL	NL	1	NA	NA	NA	NA	NA	1	1	-
52	Cleaning	NL	NL	1	NA	NA	NA	NA	NA	1	1	-
53	Main Kitchen (Drink stalls/hawkers)	NL	1	1	NA	NA	NA	NA	NA	2	-	-
54	Main Kitchen (Mobile beverage)	NL	1	1	NA	NA	NA	NA	NA	2	-	-
55	Main Kitchen (Others drinking places N.E.C.)	NL	1	1	NA	NA	NA	NA	NA	2	-	-
<b>Grand Total of Identified Job Titles</b>										<b>191</b>	<b>114</b>	<b>41</b>

NL – No Level

NA – Not Available

## 4.5 Occupational Responsibilities

This section provides occupational responsibilities for every job title identified in FGD. The occupational responsibilities listed in this section include but not limited to the list. These occupational responsibilities were purposely for NOSS development in the future for food and beverage services activities industry.

### Division: I-56 Food and Beverage Service Activities

#### Group: 561 - Restaurants and Mobile Food Service Activities

Table 4.15: List of Responsibilities for Group 561 according to NOSS Levelling (1 of 12)

AREA	Restaurants and restaurant cum night clubs -Kitchen (Main Kitchen)	Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)	Restaurants and restaurant cum night clubs -Kitchen (Butcher)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> </ol>	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> <li>4) Verify food standards and quality.</li> </ol>	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management</li> </ol>

AREA	Restaurants and restaurant cum night clubs -Kitchen (Main Kitchen)	Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)	Restaurants and restaurant cum night clubs -Kitchen (Butcher)
	<ul style="list-style-type: none"> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff</li> <li>7) Liaise with all other department within organization / hotel as to ensure smooth operations.</li> </ul>	<ul style="list-style-type: none"> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff.</li> <li>7) Liaise with all other department within organization / hotel as to ensure smooth operations.</li> </ul>	<ul style="list-style-type: none"> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff.</li> <li>7) Liaise with all other department within organization / hotel as to ensure smooth operations.</li> </ul>
LEVEL 4	<p><b><u>Sous Chef</u></b></p> <ul style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> <li>2) Supervise an outlet of kitchen (Pastry &amp; Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes.</li> <li>3) Control food cost and quality.</li> <li>4) Develop menu and implementations.</li> <li>5) Manage staff scheduling and working performance (KPI).</li> <li>6) Plan in advance of kitchen operations.</li> </ul>	<p><b><u>Sous Chef</u></b></p> <ul style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> <li>2) Supervise an outlet of kitchen (Pastry &amp; Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes.</li> <li>3) Control food cost and quality.</li> <li>4) Develop menu and implementations.</li> <li>5) Manage staff scheduling and working performance (KPI).</li> <li>6) Plan in advance of kitchen operations.</li> </ul>	<p><b><u>Butcher Chef</u></b></p> <ul style="list-style-type: none"> <li>1) Assists and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> <li>2) Supervise an outlet of kitchen (Pastry &amp; Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes.</li> <li>3) Control food cost and quality.</li> <li>4) Develop menu and implementations.</li> <li>5) Manage staff scheduling and working performance (KPI).</li> <li>6) Plan in advance of kitchen operations.</li> </ul>

AREA	Restaurants and restaurant cum night clubs -Kitchen (Main Kitchen)	Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)	Restaurants and restaurant cum night clubs -Kitchen (Butcher)
LEVEL 3	<p><b><u>Chef De Partie/Demi Chef/Kitchen Coordinator</u></b></p> <ol style="list-style-type: none"> <li>1) Lead in menu implementation and food production as well as executions.</li> <li>2) Verify highest standard of food production.</li> <li>3) Verify the daily stock and ingredients availability.</li> <li>4) Prepare food according to schedule and event order / daily checklist</li> <li>5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring.</li> <li>6) Check all equipment in good condition.</li> </ol>	<p><b><u>Chef De Partie/Demi Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Lead in menu implementation and food production as well as executions.</li> <li>2) Verify highest standard of food production.</li> <li>3) Verify the daily stock and ingredients availability.</li> <li>4) Prepare food according to schedule and event order / daily checklist.</li> <li>5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring.</li> <li>6) Check all equipment in good condition.</li> </ol>	<p><b><u>Chef De Partie/Demi Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Lead in menu implementation and food production as well as executions.</li> <li>2) Verify highest standard of food production.</li> <li>3) Verify the daily stock and ingredients availability.</li> <li>4) Prepare food according to schedule and event order / daily checklist.</li> <li>5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring.</li> <li>6) Check all equipment in good condition.</li> </ol>
LEVEL 2	<p><b><u>Commis/ Team Leader</u></b></p> <ol style="list-style-type: none"> <li>1) Produce food and dishes according to menu, event order and as directed by superior.</li> <li>2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis.</li> <li>3) Maintain cleanliness and hygiene of the kitchen.</li> </ol>	<p><b><u>Commis/ Team Leader</u></b></p> <ol style="list-style-type: none"> <li>1) Produce food and dishes according to menu, event order and as directed by superior</li> <li>2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis.</li> <li>3) Maintain cleanliness and hygiene of the kitchen.</li> </ol>	<p><b><u>Commis/ Team Leader</u></b></p> <ol style="list-style-type: none"> <li>1) Produce food and dishes according to menu, event order and as directed by superior.</li> <li>2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis.</li> <li>3) Maintain cleanliness and hygiene of the kitchen.</li> </ol>

AREA	Restaurants and restaurant cum night clubs -Kitchen (Main Kitchen)	Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)	Restaurants and restaurant cum night clubs -Kitchen (Butcher)
	4) Prepare all ingredient of related dishes for buffet and a 'la carte menu. 5) Assist in inventory management.	4) Prepare all ingredient of related dishes for buffet and a 'la carte menu. 5) Assist in inventory management.	4) Prepare all ingredient of related dishes for buffet and a 'la carte menu. 5) Assist in inventory management.
LEVEL 1	<u><b>Kitchen Helper/Team Helper</b></u> 1) Assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production. 2) Serve prepared food to various outlet according to event order / as required. 3) Practice highest standard of cleanliness and hygiene.	<u><b>Kitchen Helper/Team Helper</b></u> 1) Assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production. 2) Serve prepared food to various outlet according to event order / as required. 3) Practice highest standard of cleanliness and hygiene.	<u><b>Kitchen Helper/Team Helper</b></u> 1) Assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production. 2) Serve prepared food to various outlet according to event order / as required. 3) Practice highest standard of cleanliness and hygiene.

Table 4.16: List of Responsibilities for Group 561 according to NOSS Levelling (2 of 12)

AREA	Restaurants and restaurant cum night clubs – Kitchen (Pastry)	Restaurants and restaurant cum night clubs – Kitchen (Bakery)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	Not Available	Not Available
LEVEL 5	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff.</li> </ol>	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff.</li> </ol>
LEVEL 4	<p><b><u>Pastry Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> <li>2) Supervise an outlet of kitchen (Pastry &amp; Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes.</li> <li>3) Control food cost and quality</li> <li>4) Develop menu and implementations</li> <li>5) Manage staff scheduling and working performance (KPI)</li> <li>6) Plan in advance of kitchen operations</li> </ol>	<p><b><u>Chief Baker</u></b></p> <ol style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> <li>2) Supervise an outlet of kitchen (Pastry &amp; Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes.</li> <li>3) Control food cost and quality.</li> <li>4) Develop menu and implementations.</li> <li>5) Manage staff scheduling and working performance (KPI).</li> <li>6) Plan in advance of kitchen operations.</li> </ol>

AREA	Restaurants and restaurant cum night clubs – Kitchen (Pastry)	Restaurants and restaurant cum night clubs – Kitchen (Bakery)
LEVEL 3	<p><b><u>Chef De Partie/Demi Chef/Kitchen Coordinator</u></b></p> <ol style="list-style-type: none"> <li>1) Lead in menu implementation and food production as well as executions.</li> <li>2) Verify highest standard of food production.</li> <li>3) Verify the daily stock and ingredients availability.</li> <li>4) Prepare food according to schedule and event order / daily checklist.</li> <li>5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring.</li> <li>6) Check all equipment in good condition.</li> </ol>	<p><b><u>Chef De Partie/Demi Chef/Kitchen Coordinator</u></b></p> <ol style="list-style-type: none"> <li>1) Lead in menu implementation and food production as well as executions.</li> <li>2) Verify highest standard of food production.</li> <li>3) Verify the daily stock and ingredients availability.</li> <li>4) Prepare food according to schedule and event order / daily checklist.</li> <li>5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring.</li> <li>6) Check all equipment in good condition.</li> <li>7) Delegate task and work responsibilities.</li> </ol>
LEVEL 2	<p><b><u>Commis/ Team Leader</u></b></p> <ol style="list-style-type: none"> <li>1) Produce food and dishes according to menu, event order and as directed by superior.</li> <li>2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis.</li> <li>3) Maintain cleanliness and hygiene of the kitchen.</li> <li>4) Prepare all ingredient of related dishes for buffet and a 'la carte menu.</li> <li>5) Assist in inventory management.</li> </ol>	<p><b><u>Commis/ Team Leader</u></b></p> <ol style="list-style-type: none"> <li>1) Produce food and dishes according to menu, event order and as directed by superior.</li> <li>2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis.</li> <li>3) Maintain cleanliness and hygiene of the kitchen.</li> <li>4) Prepare all ingredient of related dishes for buffet and a 'la carte menu.</li> <li>5) Assist in inventory management.</li> </ol>
LEVEL 1	<p><b><u>Kitchen Helper/Team Helper</u></b></p> <ol style="list-style-type: none"> <li>1) Assist pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production.</li> </ol>	<p><b><u>Kitchen Helper/Team Helper</u></b></p> <ol style="list-style-type: none"> <li>1) Assist pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production.</li> </ol>

AREA	Restaurants and restaurant cum night clubs – Kitchen (Pastry)	Restaurants and restaurant cum night clubs – Kitchen (Bakery)
	2) Serve prepared food to various outlet according to event order / as required 3) Practice highest standard of cleanliness and hygiene	2) Serve prepared food to various outlet according to event order / as required 3) Practice highest standard of cleanliness and hygiene

Table 4.17: List of Responsibilities for Group 561 according to NOSS Levelling (3 of 12)

AREA	Restaurants and restaurant cum night clubs – Services (Dining)	Restaurants and restaurant cum night clubs – Services (Back Area)	Restaurants and restaurant cum night clubs – Services (Counter Area)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	<p><b><u>Food &amp; Beverage Director</u></b></p> <p>1) Set high personal and professional standards. 2) Concise directions and supervision. 3) Establish a climate of motivation and enthusiasm. 4) Establish F&amp;B division’s revenue and strategies.</p>	<p><b><u>Food &amp; Beverage Director</u></b></p> <p>1) Set high personal and professional standards. 2) Concise directions and supervision. 3) Establish a climate of motivation and enthusiasm. 4) Establish F&amp;B division’s revenue and strategies.</p>	<p><b><u>Food &amp; Beverage Director</u></b></p> <p>1) Set high personal and professional standards. 2) Concise directions and supervision. 3) Establish a climate of motivation and enthusiasm. 4) Establish F&amp;B division’s revenue and strategies.</p>
LEVEL 5	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <p>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</p>	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <p>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</p>	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <p>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</p>

<b>AREA</b>	<b>Restaurants and restaurant cum night clubs – Services (Dining)</b>	<b>Restaurants and restaurant cum night clubs – Services (Back Area)</b>	<b>Restaurants and restaurant cum night clubs – Services (Counter Area)</b>
	<ul style="list-style-type: none"> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> <li>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</li> <li>6) Participate in preparing of the department budget.</li> <li>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</li> <li>8) Work with sales department on promotional activities.</li> <li>9) Make suggestion to General Manager to improve service quality.</li> </ul>	<ul style="list-style-type: none"> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> <li>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</li> <li>6) Participate in preparing of the department budget.</li> <li>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</li> <li>8) Work with sales department on promotional activities.</li> <li>9) Make suggestion to General Manager to improve service quality.</li> </ul>	<ul style="list-style-type: none"> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> <li>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</li> <li>6) Participate in preparing of the department budget.</li> <li>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</li> <li>8) Work with sales department on promotional activities.</li> <li>9) Make suggestion to General Manager to improve service quality.</li> </ul>

AREA	Restaurants and restaurant cum night clubs – Services (Dining)	Restaurants and restaurant cum night clubs – Services (Back Area)	Restaurants and restaurant cum night clubs – Services (Counter Area)
LEVEL 4	<p><b><u>Outlet Manager/ Assistant Outlet Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards performance.</li> <li>2) Recognize outstanding individual performance.</li> <li>3) Provide support and supervise subordinates to ensure that directions are properly executed.</li> <li>4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs.</li> <li>5) Exercise moral judgement, imagination and courage in the practice of leadership.</li> </ol>	<p><b><u>Outlet Manager/ Assistant Outlet Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards performance.</li> <li>2) Recognize outstanding individual performance.</li> <li>3) Provide support and supervise subordinates to ensure that directions are properly executed.</li> <li>4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs.</li> <li>5) Exercise moral judgement, imagination and courage in the practice of leadership.</li> </ol>	<p><b><u>Outlet Manager/ Assistant Outlet Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards performance.</li> <li>2) Recognize outstanding individual performance.</li> <li>3) Provide support and supervise subordinates to ensure that directions are properly executed.</li> <li>4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs.</li> <li>5) Exercise moral judgement, imagination and courage in the practice of leadership.</li> </ol>
LEVEL 3	<p><b><u>Supervisor</u></b></p> <ol style="list-style-type: none"> <li>1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest.</li> <li>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</li> </ol>	<p><b><u>Supervisor</u></b></p> <ol style="list-style-type: none"> <li>1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest.</li> <li>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</li> </ol>	<p><b><u>Supervisor</u></b></p> <ol style="list-style-type: none"> <li>1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest.</li> <li>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</li> </ol>

AREA	Restaurants and restaurant cum night clubs – Services (Dining)	Restaurants and restaurant cum night clubs – Services (Back Area)	Restaurants and restaurant cum night clubs – Services (Counter Area)
	<ul style="list-style-type: none"> <li>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</li> <li>4) Assure efficient and fast delivery of service as per SOP.</li> <li>5) Assure all the assigned staff report for duty punctually and according to their assigned shift.</li> <li>6) Supervise in work schedule (duty roster) for F&amp;B staff.</li> </ul>	<ul style="list-style-type: none"> <li>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</li> <li>4) Assure efficient and fast delivery of service as per SOP.</li> <li>5) Assure all the assigned staff report for duty punctually and according to their assigned shift.</li> <li>6) Supervise in work schedule (duty roster) for F&amp;B staff.</li> </ul>	<ul style="list-style-type: none"> <li>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</li> <li>4) Assure efficient and fast delivery of service as per SOP.</li> <li>5) Assure all the assigned staff report for duty punctually and according to their assigned shift.</li> <li>6) Supervise in work schedule (duty roster) for F&amp;B staff.</li> </ul>
LEVEL 2	<p><b><u>Captain/Hostess/Butler/ Cashier</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual.</li> </ul>	<p><b><u>Captain/Hostess/Butler/ Cashier</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards</li> </ul>	<p><b><u>Captain/Hostess/Butler/ Cashier</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> </ul>

<b>AREA</b>	<b>Restaurants and restaurant cum night clubs – Services (Dining)</b>	<b>Restaurants and restaurant cum night clubs – Services (Back Area)</b>	<b>Restaurants and restaurant cum night clubs – Services (Counter Area)</b>
	<p>4) Provide a courteous and professional service at all times.</p> <p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p> <p>7) Carry out any other reasonable duties and responsibilities assigned.</p> <p>8) Respond to change in the departmental function as required by the industry, company or hotel.</p> <p>9) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.</p> <p>10) Supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department’s operation manual.</p>	<p>set in the department’s operation manual.</p> <p>4) Provide a courteous and professional service at all times.</p> <p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p> <p>7) Carry out any other reasonable duties and responsibilities assigned.</p> <p>8) Respond to change in the departmental function as required by the industry, company or hotel.</p> <p>9) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.</p> <p>10) Supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department’s operation manual.</p>	<p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p> <p>7) Carry out any other reasonable duties and responsibilities assigned.</p> <p>8) Respond to change in the departmental function as required by the industry, company or hotel.</p> <p>9) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.</p> <p>10) Supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department’s operation manual.</p>

AREA	Restaurants and restaurant cum night clubs – Services (Dining)	Restaurants and restaurant cum night clubs – Services (Back Area)	Restaurants and restaurant cum night clubs – Services (Counter Area)
LEVEL 1	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Understand completely of and adhere to the hotel’s policy relating to fire, hygiene, health and safety.</li> <li>7) Maintain a high standard of personal appearance and hygiene at all times.</li> </ol>	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Understand completely of and adhere to the hotel’s policy relating to fire, hygiene, health and safety.</li> <li>7) Maintain a high standard of personal appearance and hygiene at all times.</li> </ol>	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Understand completely of and adhere to the hotel’s policy relating to fire, hygiene, health and safety.</li> <li>7) Maintain a high standard of personal appearance and hygiene at all times.</li> </ol>

Table 4.18: List of Responsibilities for Group 561 according to NOSS Levelling (4 of 12)

AREA	Restaurants and restaurant cum night clubs – Services (Buffet)	Restaurants and restaurant cum night clubs – Services (Bar)	Restaurants and restaurant cum night clubs – Services (Beverages)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	<p><b><u>Food &amp; Beverage Director</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards.</li> <li>2) Concise directions and supervision.</li> <li>3) Establish a climate of motivation and enthusiasm.</li> <li>4) Establish F&amp;B division’s revenue and strategies.</li> </ol>	<p><b><u>Food &amp; Beverage Director</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards.</li> <li>2) Concise directions and supervision.</li> <li>3) Establish a climate of motivation and enthusiasm.</li> <li>4) Establish F&amp;B division’s revenue and strategies.</li> </ol>	<p><b><u>Food &amp; Beverage Director</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards.</li> <li>2) Concise directions and supervision.</li> <li>3) Establish a climate of motivation and enthusiasm.</li> <li>4) Establish F&amp;B division’s revenue and strategies.</li> </ol>
LEVEL 5	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> </ol>	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> </ol>	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> </ol>

AREA	Restaurants and restaurant cum night clubs – Services (Buffet)	Restaurants and restaurant cum night clubs – Services (Bar)	Restaurants and restaurant cum night clubs – Services (Beverages)
	4) Assist the entire F&B team, especially the outlet manager to accommodate special request or VIP arrangement. 5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&B Policy. 6) Participate in preparing of the department budget. 7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes. 8) Work with sales department on promotional activities. 9) Make suggestion to General Manager to improve service quality.	4) Assist the entire F&B team, especially the outlet manager to accommodate special request or VIP arrangement. 5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&B Policy. 6) Participate in preparing of the department budget. 7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes. 8) Work with sales department on promotional activities. 9) Make suggestion to General Manager to improve service quality.	4) Assist the entire F&B team, especially the outlet manager to accommodate special request or VIP arrangement. 5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&B Policy. 6) Participate in preparing of the department budget. 7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes. 8) Work with sales department on promotional activities. 9) Make suggestion to General Manager to improve service quality.
LEVEL 4	<b><u>Outlet Manager/ Assistant Outlet Manager</u></b> 1) Set high personal and professional standards performance. 2) Recognize outstanding individual performance.	<b><u>Outlet Manager/ Assistant Outlet Manager</u></b> 1) Set high personal and professional standards performance. 2) Recognize outstanding individual performance. 3) Give clear, concise directions, providing support and supervise subordinates to	<b><u>Outlet Manager/ Assistant Outlet Manager</u></b> 1) Set high personal and professional standards performance. 2) Recognize outstanding individual performance.

AREA	Restaurants and restaurant cum night clubs – Services (Buffet)	Restaurants and restaurant cum night clubs – Services (Bar)	Restaurants and restaurant cum night clubs – Services (Beverages)
	<ul style="list-style-type: none"> <li>3) Give clear, concise directions, providing support and supervise subordinates to ensure that directions are properly executed.</li> <li>4) Constantly seek to develop the expertise of those reporting to you.</li> <li>5) Have a deep understanding of the hotel's / outlets Vision and integrate into daily department's activities.</li> <li>6) Adjust to changes in job requirements and the outlets operational strategies to meet business needs.</li> <li>7) Exercise moral judgement, imagination and courage in the practice of leadership.</li> </ul>	<ul style="list-style-type: none"> <li>ensure that directions are properly executed.</li> <li>4) Constantly seek to develop the expertise of those reporting to you.</li> <li>5) Have a deep understanding of the hotel's / outlets Vision and integrate into daily department's activities.</li> <li>6) Adjust to changes in job requirements and the outlets operational strategies to meet business needs.</li> <li>7) Exercise moral judgement, imagination and courage in the practice of leadership.</li> </ul>	<ul style="list-style-type: none"> <li>3) Provide support and supervise subordinates to ensure that directions are properly executed.</li> <li>4) Constantly seek to develop the expertise of those reporting to you.</li> <li>5) Have a deep understanding of the hotel's / outlets Vision and integrate into daily department's activities.</li> <li>6) Adjust to changes in job requirements and the outlets operational strategies to meet business needs.</li> <li>7) Exercise moral judgement, imagination and courage in the practice of leadership.</li> </ul>
LEVEL 3	<p><b><u>Supervisor</u></b></p> <ul style="list-style-type: none"> <li>1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest.</li> <li>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</li> </ul>	<p><b><u>Supervisor</u></b></p> <ul style="list-style-type: none"> <li>1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest.</li> <li>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</li> </ul>	<p><b><u>Supervisor</u></b></p> <ul style="list-style-type: none"> <li>1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest.</li> <li>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</li> </ul>

AREA	Restaurants and restaurant cum night clubs – Services (Buffet)	Restaurants and restaurant cum night clubs – Services (Bar)	Restaurants and restaurant cum night clubs – Services (Beverages)
	3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP. 5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for F&B staff.	3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP. 5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for F&B staff.	3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP. 5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for F&B staff.
LEVEL 2	<u><b>Captain/Hostess/Butler/ Cashier</b></u> 1) Report for duty punctually wearing the correct employee uniform and name tag at all times. 2) Greet and seat guests according to standards set in the departmental operation manual. 3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual. 4) Provide a courteous and professional service at all times.	<u><b>Bartender/Barista</b></u> 1) Make and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies. 2) Package coffee blends, make coffee and tea, explain menu items to customers, 3) Clean, and attempt to ensure that customers are comfortable and satisfied 4) Preparing and selling variety of coffee drinks, along with pastries and cookies. 5) Take customer order, process payment and return change	<u><b>Bartender/Barista</b></u> 1) Make and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies. 2) Package coffee blends, make coffee and tea, explain menu items to customers, 3) Clean, and attempt to ensure that customers are comfortable and satisfied 4) Preparing and selling variety of coffee drinks, along with pastries and cookies. 5) Take customer order, process payment and return change

AREA	Restaurants and restaurant cum night clubs – Services (Buffet)	Restaurants and restaurant cum night clubs – Services (Bar)	Restaurants and restaurant cum night clubs – Services (Beverages)
	<ul style="list-style-type: none"> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Maintain a high standard of personal appearance and hygiene at all times.</li> <li>7) Carry out any other reasonable duties and responsibilities assigned.</li> <li>8) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.</li> <li>9) Supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department’s operation manual.</li> </ul>		
LEVEL 1	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> </ul>	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> </ul>	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> </ul>

<b>AREA</b>	<b>Restaurants and restaurant cum night clubs – Services (Buffet)</b>	<b>Restaurants and restaurant cum night clubs – Services (Bar)</b>	<b>Restaurants and restaurant cum night clubs – Services (Beverages)</b>
	<p>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual.</p> <p>4) Provide a courteous and professional service at all times.</p> <p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p>	<p>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual.</p> <p>4) Provide a courteous and professional service at all times.</p> <p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p>	<p>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department’s operation manual.</p> <p>4) Provide a courteous and professional service at all times.</p> <p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p>

Table 4.19: List of Responsibilities for Group 561 according to NOSS Levelling (5 of 12)

AREA	Restaurants and restaurant cum night clubs - Cleaning (Steward)	Restaurants and restaurant cum night clubs – Services (Halal Certification)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	Not Available	Not Available
LEVEL 5	Not Available	Not Available
LEVEL 4	<p><b><u>Chief Steward/Assistant Chief Steward</u></b></p> <ol style="list-style-type: none"> <li>1) Lead and manage the stewarding team in all aspect of the department operation.</li> <li>2) Supervise and maintain the sanitation of kitchen equipment and other areas.</li> <li>3) Maintain the inventory of service equipment and ensure all is in proper working order.</li> <li>4) Prepare monthly report on breakages, inventory and control of proper use of all cleaning compound (chemical)</li> <li>5) Verify health and safety standard are been maintain at all time.</li> <li>6) Verify cleaning and pest control schedules are followed and completed.</li> </ol>	<p><b><u>Executive Halal</u></b></p> <ol style="list-style-type: none"> <li>1) Adhere to Halal JAKIM certifications (2011).</li> <li>2) Liaise with JAKIM Team in Halal application and its audit process.</li> <li>3) Develop Standard of Practice for selection of Halal Supplier.</li> <li>4) Identify and recognize Halal ingredients and ability to recommend alternative ingredients to comply with Halal requirement.</li> <li>5) Able to conduct Halal Process training for the organization.</li> <li>6) Able to understand the food production process.</li> </ol>
LEVEL 3	<p><b><u>Supervisor/Captain</u></b></p> <ol style="list-style-type: none"> <li>1) Monitor staffing levels to ensure adequate amount of staff for each stewarding section.</li> <li>2) Assure all outlet to be cleaned according to cleaning schedules and followed procedures.</li> <li>3) Ensure the stewarding machine /equipment in working order condition.</li> </ol>	. No Level

AREA	Restaurants and restaurant cum night clubs - Cleaning (Steward)	Restaurants and restaurant cum night clubs – Services (Halal Certification)
	4) Assist to raise maintenance work order when necessary / if required. 5) Train the new staff on proper cleaning and safety procedures.	
LEVEL 2	<b><u>Steward</u></b> 1) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP 2) Proper handling chemical and usages and wear proper PPE 3) Ensure the cleanliness of the whole kitchen and back area of the restaurant. 4) Maintain cleanliness of kitchen and storage area according to cleaning schedule. 5) Keep all kitchen premise to be cleaned and free from pests and insects. 6) Manage waste receptacles throughout the building.	No Level
LEVEL 1	No Level	No Level

Table 4.20: List of Responsibilities for Group 561 according to NOSS Levelling (6 of 12)

AREA	Cafeterias / canteens -Kitchen (Main Kitchen)	Cafeterias / canteens -Kitchen (Cold Kitchen)	Cafeterias / canteens -Kitchen (Butcher)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff</li> <li>7) Liaise with all other department within organization / hotel as to ensure smooth operations.</li> </ol>	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff.</li> <li>7) Liaise with all other department within organization / hotel as to ensure smooth operations.</li> </ol>	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff.</li> <li>7) Liaise with all other department within organization / hotel as to ensure smooth operations.</li> </ol>
LEVEL 4	<p><b><u>Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> </ol>	<p><b><u>Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> </ol>	<p><b><u>Butcher Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> </ol>

AREA	Cafeterias / canteens -Kitchen (Main Kitchen)	Cafeterias / canteens -Kitchen (Cold Kitchen)	Cafeterias / canteens -Kitchen (Butcher)
	2) Supervise an outlet of kitchen (Pastry & Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes. 3) Control food cost and quality. 4) Develop menu and implementations. 5) Manage staff scheduling and working performance (KPI). 6) Plan in advance of kitchen operations.	2) Supervise an outlet of kitchen (Pastry & Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes. 3) Control food cost and quality. 4) Develop menu and implementations. 5) Manage staff scheduling and working performance (KPI). 6) Plan in advance of kitchen operations.	2) Supervise an outlet of kitchen (Pastry & Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes. 3) Control food cost and quality. 4) Develop menu and implementations. 5) Manage staff scheduling and working performance (KPI). 6) Plan in advance of kitchen operations.
LEVEL 3	<u><b>Chef De Partie/Demi Chef/Kitchen Coordinator</b></u> 1) Lead in menu implementation and food production as well as executions. 2) Verify highest standard of food production. 3) Verify the daily stock and ingredients availability. 4) Prepare food according to schedule and event order / daily checklist. 5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring.	<u><b>Chef De Partie/Demi Chef/Kitchen Coordinator</b></u> 1) Lead in menu implementation and food production as well as executions. 2) Verify highest standard of food production 3) Verify the daily stock and ingredients availability. 4) Prepare food according to schedule and event order / daily checklist. 5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring. 6) Check all equipment in good condition.	<u><b>Chef De Partie/Demi Chef/Kitchen Coordinator</b></u> 1) Lead in menu implementation and food production as well as executions. 2) Verify highest standard of food production 3) Verify the daily stock and ingredients availability. 4) Prepare food according to schedule and event order / daily checklist. 5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring. 6) Check all equipment in good condition.

AREA	Cafeterias / canteens -Kitchen (Main Kitchen)	Cafeterias / canteens -Kitchen (Cold Kitchen)	Cafeterias / canteens -Kitchen (Butcher)
	6) Check all equipment in good condition. 7) Delegate task and work responsibilities.	7) Delegate task and work responsibilities.	7) Delegate task and work responsibilities.
LEVEL 2	<u><b>Commis/ Team Leader</b></u> 1) Produce food and dishes according to menu, event order and as directed by superior. 2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis. 3) Maintain cleanliness and hygiene of the kitchen. 4) Prepare all ingredient of related dishes for buffet and a 'la carte menu. 5) Assist in inventory management.	<u><b>Commis/ Team Leader</b></u> 1) Produce food and dishes according to menu, event order and as directed by superior. 2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis. 3) Maintain cleanliness and hygiene of the kitchen. 4) Prepare all ingredient of related dishes for buffet and a 'la carte menu. 5) Assist in inventory management.	<u><b>Commis/ Team Leader</b></u> 1) Produce food and dishes according to menu, event order and as directed by superior. 2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis. 3) Maintain cleanliness and hygiene of the kitchen. 4) Prepare all ingredient of related dishes for buffet and a 'la carte menu. 5) Assist in inventory management.
LEVEL 1	<u><b>Kitchen Helper/Team Helper</b></u> 1) Assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production. 2) Serve prepared food to various outlet according to event order / as required	<u><b>Kitchen Helper/Team Helper</b></u> 1) Assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production. 2) Serve prepared food to various outlet according to event order / as required	<u><b>Kitchen Helper/Team Helper</b></u> 1) Assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production. 2) Serve prepared food to various outlet according to event order / as required

AREA	Cafeterias / canteens -Kitchen (Main Kitchen)	Cafeterias / canteens -Kitchen (Cold Kitchen)	Cafeterias / canteens -Kitchen (Butcher)
	3) Practice highest standard of cleanliness and hygiene	3) Practice highest standard of cleanliness and hygiene	3) Practice highest standard of cleanliness and hygiene

Table 4.21: List of Responsibilities for Group 561 according to NOSS Levelling (7 of 12)

AREA	Cafeterias / canteens -Kitchen (Pastry)	Cafeterias / canteens -Kitchen (Bakery)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	Not Available	Not Available
LEVEL 5	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff.</li> <li>7) Liaise with all other department within organization / hotel as to ensure smooth operations.</li> </ol>	<p><b><u>Executive Chef/Executive Sous Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Manage all kitchen outlet within hotel or establishment.</li> <li>2) Prepare annual budget and monitor financial performance including food cost control.</li> <li>3) Implement menu development and management.</li> <li>4) Verify food standards and quality.</li> <li>5) Maintain highest standard of cleanliness and hygiene.</li> <li>6) Develop training for various kitchen staff.</li> <li>7) Liaise with all other department within organization / hotel as to ensure smooth operations.</li> </ol>
LEVEL 4	<p><b><u>Pastry Chef</u></b></p> <ol style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> </ol>	<p><b><u>Chief Baker</u></b></p> <ol style="list-style-type: none"> <li>1) Assist and report to The Executive Chef / Executive Sous Chef while managing the food production.</li> </ol>

AREA	Cafeterias / canteens -Kitchen (Pastry)	Cafeterias / canteens -Kitchen (Bakery)
	2) Supervise an outlet of kitchen (Pastry & Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes. 3) Control food cost and quality. 4) Develop menu and implementations. 5) Manage staff scheduling and working performance (KPI). 6) Plan in advance of kitchen operations.	2) Supervise an outlet of kitchen (Pastry & Bakery, Cold Kitchen, Butcher or Specialized-Ethnic Kitchen) which focusing on specific food production, meals and dishes. 3) Control food cost and quality. 4) Develop menu and implementations. 5) Manage staff scheduling and working performance (KPI). 6) Plan in advance of kitchen operations.
LEVEL 3	<u><b>Chef De Partie/Demi Chef/Kitchen Coordinator</b></u> 1) Lead in menu implementation and food production as well as executions. 2) Verify highest standard of food production. 3) Verify the daily stock and ingredients availability. 4) Prepare food according to schedule and event order / daily checklist. 5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring. 6) Check all equipment in good condition. 7) Delegate task and work responsibilities.	<u><b>Chef De Partie/Demi Chef/Kitchen Coordinator</b></u> 1) Lead in menu implementation and food production as well as executions. 2) Verify highest standard of food production. 3) Verify the daily stock and ingredients availability. 4) Prepare food according to schedule and event order / daily checklist. 5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring. 6) Check all equipment in good condition. 7) Delegate task and work responsibilities.
LEVEL 2	<u><b>Commis/ Team Leader</b></u> 1) Produce food and dishes according to menu, event order and as directed by superior. 2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis. 3) Maintain cleanliness and hygiene of the kitchen.	<u><b>Commis/ Team Leader</b></u> 1) Produce food and dishes according to menu, event order and as directed by superior. 2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis. 3) Maintain cleanliness and hygiene of the kitchen.

AREA	Cafeterias / canteens -Kitchen (Pastry)	Cafeterias / canteens -Kitchen (Bakery)
	4) Prepare all ingredient of related dishes for buffet and a 'la carte menu. 5) Assist in inventory management.	4) Prepare all ingredient of related dishes for buffet and a 'la carte menu. 5) Assist in inventory management.
LEVEL 1	<u><b>Kitchen Helper/Team Helper</b></u> 1) Assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production. 2) Serve prepared food to various outlet according to event order / as required. 3) Practice highest standard of cleanliness and hygiene.	<u><b>Kitchen Helper/Team Helper</b></u> 1) Assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production. 2) Serve prepared food to various outlet according to event order / as required. 3) Practice highest standard of cleanliness and hygiene.

Table 4.22: List of Responsibilities for Group 561 according to NOSS Levelling (8 of 12)

AREA	Cafeterias / canteens -Services (Dining)	Cafeterias / canteens -Services (Back Area)	Cafeterias / canteens -Services (Counter Area)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	<p><b><u>Food &amp; Beverage Director</u></b></p> <p>1) Set high personal and professional standards.</p> <p>2) Concise directions and supervision.</p> <p>3) Establish a climate of motivation and enthusiasm.</p> <p>4) Establish F&amp;B division's revenue and strategies.</p>	<p><b><u>Food &amp; Beverage Director</u></b></p> <p>1) Set high personal and professional standards.</p> <p>2) Concise directions and supervision.</p> <p>3) Establish a climate of motivation and enthusiasm.</p> <p>4) Establish F&amp;B division's revenue and strategies.</p>	<p><b><u>Food &amp; Beverage Director</u></b></p> <p>1) Set high personal and professional standards.</p> <p>2) Concise directions and supervision.</p> <p>3) Establish a climate of motivation and enthusiasm.</p> <p>4) Establish F&amp;B division's revenue and strategies.</p>
LEVEL 5	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <p>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</p> <p>2) Plan, coordinate and control entire departmental organization and activities.</p> <p>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</p>	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <p>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</p> <p>2) Plan, coordinate and control entire departmental organization and activities.</p> <p>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</p>	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <p>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</p> <p>2) Plan, coordinate and control entire departmental organization and activities.</p> <p>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</p>

AREA	Cafeterias / canteens -Services (Dining)	Cafeterias / canteens -Services (Back Area)	Cafeterias / canteens -Services (Counter Area)
	4) Assist the entire F&B team, especially the outlet manager to accommodate special request or VIP arrangement. 5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&B Policy. 6) Participate in preparing of the department budget. 7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes. 8) Work with sales department on promotional activities. 9) Make suggestion to General Manager to improve service quality.	4) Assist the entire F&B team, especially the outlet manager to accommodate special request or VIP arrangement. 5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&B Policy. 6) Participate in preparing of the department budget. 7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes. 8) Work with sales department on promotional activities. 9) Make suggestion to General Manager to improve service quality.	4) Assist the entire F&B team, especially the outlet manager to accommodate special request or VIP arrangement. 5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&B Policy. 6) Participate in preparing of the department budget. 7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes. 8) Work with sales department on promotional activities. 9) Make suggestion to General Manager to improve service quality.
LEVEL 4	<b><u>Outlet Manager/ Assistant Outlet Manager</u></b> 1) Set high personal and professional standards performance. 2) Recognize outstanding individual performance.	<b><u>Outlet Manager/ Assistant Outlet Manager</u></b> 1) Set high personal and professional standards performance. 2) Recognize outstanding individual performance.	<b><u>Outlet Manager/ Assistant Outlet Manager</u></b> 1) Set high personal and professional standards performance. 2) Recognize outstanding individual performance.

AREA	Cafeterias / canteens -Services (Dining)	Cafeterias / canteens -Services (Back Area)	Cafeterias / canteens -Services (Counter Area)
	3) Provide support and supervise subordinates to ensure that directions are properly executed. 4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs. 5) Exercise moral judgement, imagination and courage in the practice of leadership.	3) Provide support and supervise subordinates to ensure that directions are properly executed. 4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs. 5) Exercise moral judgement, imagination and courage in the practice of leadership.	3) Provide support and supervise subordinates to ensure that directions are properly executed. 4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs. 5) Exercise moral judgement, imagination and courage in the practice of leadership.
LEVEL 3	<b><u>Supervisor</u></b> 1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest. 2) Handle complaints and react immediately and make sure guest satisfied with the service / solution. 3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP. 5) Assure all the assigned staff report for duty punctually and according to their assigned shift.	<b><u>Supervisor</u></b> 1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest. 2) Handle complaints and react immediately and make sure guest satisfied with the service / solution. 3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP. 5) Assure all the assigned staff report for duty punctually and according to their assigned shift.	<b><u>Supervisor</u></b> 1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest. 2) Handle complaints and react immediately and make sure guest satisfied with the service / solution. 3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP. 5) Assure all the assigned staff report for duty punctually and according to their assigned shift.

AREA	Cafeterias / canteens -Services (Dining)	Cafeterias / canteens -Services (Back Area)	Cafeterias / canteens -Services (Counter Area)
	6) Supervise in work schedule (duty roster) for F&B staff.	6) Supervise in work schedule (duty roster) for F&B staff.	6) Supervise in work schedule (duty roster) for F&B staff.
LEVEL 2	<p><b><u>Captain/Hostess/Butler/ Cashier</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Maintain a high standard of personal appearance and hygiene at all times.</li> <li>7) Respond to change in the departmental function as required by the industry, company or hotel.</li> </ol>	<p><b><u>Captain/Hostess/Butler/ Cashier</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Maintain a high standard of personal appearance and hygiene at all times.</li> <li>7) Respond to change in the departmental function as required by the industry, company or hotel.</li> </ol>	<p><b><u>Captain/Hostess/Butler/ Cashier</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Maintain a high standard of personal appearance and hygiene at all times.</li> <li>7) Respond to change in the departmental function as required by the industry, company or hotel.</li> </ol>

AREA	Cafeterias / canteens -Services (Dining)	Cafeterias / canteens -Services (Back Area)	Cafeterias / canteens -Services (Counter Area)
	8) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.	8) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.	8) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.
LEVEL 1	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Maintain a high standard of personal appearance and hygiene at all times.</li> </ol>	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Maintain a high standard of personal appearance and hygiene at all times.</li> </ol>	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Maintain a high standard of personal appearance and hygiene at all times.</li> </ol>

Table 4.23: List of Responsibilities for Group 561 according to NOSS Levelling (9 of 12)

AREA	Cafeterias / canteens -Services (Buffet)	Cafeterias / canteens -Services (Bar)	Cafeterias / canteens -Services (Beverages)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	<p><b><u>Food &amp; Beverage Director</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards.</li> <li>2) Concise directions and supervision.</li> <li>3) Establish a climate of motivation and enthusiasm.</li> <li>4) Establish F&amp;B division's revenue and strategies.</li> </ol>	<p><b><u>Food &amp; Beverage Director</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards.</li> <li>2) Concise directions and supervision.</li> <li>3) Establish a climate of motivation and enthusiasm.</li> <li>4) Establish F&amp;B division's revenue and strategies.</li> </ol>	<p><b><u>Food &amp; Beverage Director</u></b></p> <ol style="list-style-type: none"> <li>1) Set high personal and professional standards.</li> <li>2) Concise directions and supervision.</li> <li>3) Establish a climate of motivation and enthusiasm.</li> <li>4) Establish F&amp;B division's revenue and strategies.</li> </ol>
LEVEL 5	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> </ol>	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> </ol>	<p><b><u>Food &amp; Beverage Manager/ Food &amp; Beverage Assistant Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Verify that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> </ol>

AREA	Cafeterias / canteens -Services (Buffet)	Cafeterias / canteens -Services (Bar)	Cafeterias / canteens -Services (Beverages)
	<ul style="list-style-type: none"> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> <li>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</li> <li>6) Participate in preparing of the department budget.</li> <li>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</li> <li>8) Work with sales department on promotional activities.</li> <li>9) Make suggestion to General Manager to improve service quality.</li> </ul>	<ul style="list-style-type: none"> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> <li>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</li> <li>6) Participate in preparing of the department budget.</li> <li>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</li> <li>8) Work with sales department on promotional activities.</li> <li>9) Make suggestion to General Manager to improve service quality.</li> </ul>	<ul style="list-style-type: none"> <li>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</li> <li>6) Participate in preparing of the department budget.</li> <li>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</li> <li>8) Work with sales department on promotional activities.</li> <li>9) Make suggestion to General Manager to improve service quality.</li> </ul>
LEVEL 4	<p><b><u>Outlet Manager/ Assistant Outlet Manager</u></b></p> <ul style="list-style-type: none"> <li>1) Set high personal and professional standards performance.</li> <li>2) Recognize outstanding individual performance.</li> </ul>	<p><b><u>Outlet Manager/ Assistant Outlet Manager</u></b></p> <ul style="list-style-type: none"> <li>1) Set high personal and professional standards performance.</li> <li>2) Recognize outstanding individual performance.</li> </ul>	<p><b><u>Outlet Manager/ Assistant Outlet Manager</u></b></p> <ul style="list-style-type: none"> <li>1) Set high personal and professional standards performance.</li> <li>2) Recognize outstanding individual performance.</li> <li>3) Provide support and supervise subordinates to ensure that directions are properly executed.</li> </ul>

AREA	Cafeterias / canteens -Services (Buffet)	Cafeterias / canteens -Services (Bar)	Cafeterias / canteens -Services (Beverages)
	3) Provide support and supervise subordinates to ensure that directions are properly executed. 4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs. 5) Exercise moral judgement, imagination and courage in the practice of leadership.	3) Provide support and supervise subordinates to ensure that directions are properly executed. 4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs. 5) Exercise moral judgement, imagination and courage in the practice of leadership.	4) Adjust to changes in job requirements and the outlets operational strategies to meet business needs. 5) Exercise moral judgement, imagination and courage in the practice of leadership.
LEVEL 3	<u>Supervisor</u> 1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest. 2) Handle complaints and react immediately and make sure guest satisfied with the service / solution. 3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP.	<u>Supervisor</u> 1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest. 2) Handle complaints and react immediately and make sure guest satisfied with the service / solution. 3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP.	<u>Supervisor</u> 1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest. 2) Handle complaints and react immediately and make sure guest satisfied with the service / solution. 3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly. 4) Assure efficient and fast delivery of service as per SOP.

AREA	Cafeterias / canteens -Services (Buffet)	Cafeterias / canteens -Services (Bar)	Cafeterias / canteens -Services (Beverages)
	5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for F&B staff.	5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for F&B staff.	5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for F&B staff.
LEVEL 2	<u><b>Captain/Hostess/Butler/ Cashier</b></u> 1) Report for duty punctually wearing the correct employee uniform and name tag at all times. 2) Greet and seat guests according to standards set in the departmental operation manual. 3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual. 4) Provide a courteous and professional service at all times. 5) Maintain a good working relationship with colleagues, and all other departments. 6) Understand completely of and adhere to the hotel's policy relating to fire, hygiene, health and safety.	<u><b>Bartender/Barista</b></u> 1) Makes and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies. 2) Package coffee blends, make coffee and tea, explain menu items to customers 3) Clean, and attempt to ensure that customers are comfortable and satisfied 4) Preparing and selling variety of coffee drinks, along with pastries and cookies. 5) Take customer order, process payment and return change	<u><b>Bartender/Barista</b></u> 1) Makes and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies. 2) Package coffee blends, make coffee and tea, explain menu items to customers, 3) Clean, and attempt to ensure that customers are comfortable and satisfied 4) Preparing and selling variety of coffee drinks, along with pastries and cookies. 5) Take customer order, process payment and return change

AREA	Cafeterias / canteens -Services (Buffet)	Cafeterias / canteens -Services (Bar)	Cafeterias / canteens -Services (Beverages)
	<ul style="list-style-type: none"> <li>7) Maintain a high standard of personal appearance and hygiene at all times.</li> <li>8) Carry out any other reasonable duties and responsibilities assigned.</li> <li>9) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.</li> <li>10) Supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.</li> </ul>		
LEVEL 1	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to</li> </ul>	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards</li> </ul>	<p><b><u>Food &amp; Beverage Assistant</u></b></p> <ul style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual.</li> </ul>

AREA	Cafeterias / canteens -Services (Buffet)	Cafeterias / canteens -Services (Bar)	Cafeterias / canteens -Services (Beverages)
	<p>the standards set in the department's operation manual.</p> <p>4) Provide a courteous and professional service at all times.</p> <p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p>	<p>set in the department's operation manual.</p> <p>4) Provide a courteous and professional service at all times.</p> <p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p>	<p>4) Provide a courteous and professional service at all times.</p> <p>5) Maintain a good working relationship with colleagues, and all other departments.</p> <p>6) Maintain a high standard of personal appearance and hygiene at all times.</p>

Table 4.24: List of Responsibilities for Group 561 according to NOSS Levelling (10 of 12)

AREA	Cafeterias / canteens -Cleaning (Steward)	Cafeterias / canteens -Services (Halal Certification)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	Not Available	Not Available
LEVEL 5	Not Available	Not Available
LEVEL 4	<p><b><u>Chief Steward/Assistant Chief Steward</u></b></p> <ol style="list-style-type: none"> <li>1) Lead and manage the stewarding team in all aspect of the department operation.</li> <li>2) Supervise and maintain the sanitation of kitchen equipment and other areas.</li> <li>3) Maintain the inventory of service equipment and ensure all is in proper working order.</li> <li>4) Prepare monthly report on breakages, inventory and control of proper use of all cleaning compound (chemical)</li> <li>5) Ensure health and safety standard are been maintain at all time.</li> <li>6) Ensure cleaning and pest control schedules are followed and completed.</li> </ol>	<p><b><u>Executive Halal</u></b></p> <ol style="list-style-type: none"> <li>1) Adhere to Halal JAKIM certifications (2011).</li> <li>2) Liaise with JAKIM Team in Halal application and its audit process</li> <li>3) Develop Standard of Practice for selection of Halal Supplier.</li> <li>4) Identify and recognize Halal ingredients and ability to recommend alternative ingredients to comply with Halal requirement.</li> <li>5) Conduct Halal Process training for the organization.</li> <li>6) Able to understand the food production process.</li> </ol>
LEVEL 3	<p><b><u>Supervisor/Captain</u></b></p> <ol style="list-style-type: none"> <li>1) Monitoring staffing levels to ensure adequate amount of staff for each stewarding section.</li> <li>2) All outlet to be cleaned according to cleaning schedules and followed procedures.</li> <li>3) Ensure the stewarding machine /equipment in working order condition.</li> <li>4) Assist to raise maintenance work order when necessary / if required.</li> <li>5) Train the new staff on proper cleaning and safety procedures.</li> </ol>	. No Level

AREA	Cafeterias / canteens -Cleaning (Steward)	Cafeterias / canteens -Services (Halal Certification)
LEVEL 2	<p><b><u>Steward</u></b></p> <ol style="list-style-type: none"> <li>1) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP</li> <li>2) Proper handling chemical and usages and wear proper PPE</li> <li>3) Ensure the cleanliness of the whole kitchen and back area of the restaurant.</li> <li>4) Maintain cleanliness of kitchen and storage area according to cleaning schedule.</li> <li>5) Keep all kitchen premise to be cleaned and free from pests and insects.</li> <li>6) Manage waste receptacles throughout the building.</li> <li>7) Aware of kitchen accidents and preventions.</li> </ol>	No Level
LEVEL 1	No Level	No Level

Table 4.25: List of Responsibilities for Group 561 according to NOSS Levelling (11 of 12)

AREA	Fast-Food Restaurants (Back of The House)	Fast-Food Restaurants (Front of The House)	Fast-Food Restaurants (Barista)	Fast-Food Restaurants (Management)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	<p><b><u>General Manager/ Operation Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Provide leadership, coaching and direction to their team, in order to maximize the long-term sales and profit potential of each restaurant</li> <li>2) Build a positive business relationship with Area Manager and Restaurant Managers.</li> <li>3) Demonstrate and reinforces the leadership behaviors and basic people minimums necessary to gain commitment from Restaurant team, Area Managers and another cross functional team.</li> <li>4) Train, coach and lead Area Manager based on regional needs and business goals.</li> <li>5) Develop, train and contribute to continuously improving the</li> </ol>

AREA	Fast-Food Restaurants (Back of The House)	Fast-Food Restaurants (Front of The House)	Fast-Food Restaurants (Barista)	Fast-Food Restaurants (Management)
				<p>knowledge, skills and abilities of their respective teams</p> <p>6) Rewards and recognizes the results of all restaurant employees.</p> <p>7) Guide Area Manager and restaurant leadership teams about critical restaurant systems that produce consistently high levels of operations standard.</p> <p>8) Consult and is accountable for creating a positive work environment while working shoulder-to shoulder with the Area Managers and Restaurant Management teams to create and accomplish business goals and profit plan objectives.</p> <p>9) Verify that restaurants are appropriately staffed with competent team member and Restaurant Managers.</p> <p>10) Plan, prepare, review and present regional reports on business</p>

AREA	Fast-Food Restaurants (Back of The House)	Fast-Food Restaurants (Front of The House)	Fast-Food Restaurants (Barista)	Fast-Food Restaurants (Management)
				<p>performance and action plan for improvement.</p> <p>11) Plan and forecast business projection and execute costs optimisation and improvement activities. Review results consistently to ensure objectives are achieved.</p> <p>12) Develop and execute reinvestment plans on an annual basis to include opening new restaurants, rebuilds, re-models, equipment purchases etc.</p>
LEVEL 5	Not Available	Not Available	Not Available	<p><b><u>Restaurant Manager/ Area Manager</u></b></p> <p>1) Provide leadership, coaching and direction to their assigned restaurants to maximize the long-term sales and profit potential of each restaurant.</p> <p>2) Build a positive business relationship with Restaurants Management team assigned to optimize revenue, profit and people development.</p>

AREA	Fast-Food Restaurants (Back of The House)	Fast-Food Restaurants (Front of The House)	Fast-Food Restaurants (Barista)	Fast-Food Restaurants (Management)
				<ul style="list-style-type: none"> <li>3) Demonstrate and reinforces the leadership behaviors and basic people minimums necessary to gain commitment from the Restaurant Team.</li> <li>4) Ensure that all assigned restaurants are adequately staffed to maximize potential and turnover among all restaurant employees is reduced.</li> <li>5) Complete and presents performance appraisals based on defined goals and objectives for each Restaurant Manager. Ensures performance reviews are completed on all restaurant employees in a timely basis.</li> <li>6) Complete various audits to ensure that their restaurants meet minimum standard practices and procedures regarding cash, security, food safety, haccp and etc.</li> <li>7) Supervise the implementation of reinvestment plans on an annual basis to include opening new</li> </ul>

AREA	Fast-Food Restaurants (Back of The House)	Fast-Food Restaurants (Front of The House)	Fast-Food Restaurants (Barista)	Fast-Food Restaurants (Management)
				restaurants, re-build re-models, equipment purchases, etc. 8) Plan and develops, trains, rewards and recognizes the results of all levels of restaurants employees. 9) Plan, prepare and present area/regional reports on business performance and action plan for improvement. 10) Plan and forecast business projection and execute costs optimisation and improvement activities. Review results consistently to ensure objectives are achieved.
LEVEL 4	Not Available	Not Available	Not Available	<u><b>Assistant Manager</b></u> 1) Responsible for managing shifts unsupervised, workplace safety on their shifts. 2) Conduct and monitor food quality check, Food safety practices and hygiene practices.

AREA	Fast-Food Restaurants (Back of The House)	Fast-Food Restaurants (Front of The House)	Fast-Food Restaurants (Barista)	Fast-Food Restaurants (Management)
				3) Handle customer complaints as per guidelines, recover customer complaint, document, track and report to Restaurant Manager. 4) Monitor and coach to correct procedures for all staff. 5) Monitor and ensure training conducted correctly by Team Leader. 6) Provide daily shift report to Restaurant Manager during end of the shift. 7) Follow up on primary and secondary duties of all team member and team leader during shift. 8) Perform other daily routine, weekly tasks and monthly tasks assigned.
LEVEL 3	<u><b>Team Leader / Supervisor/ Hostess /Captain</b></u> 1) Maintain friendliness, pleasant and	<u><b>Team Leader / Supervisor/ Hostess /Captain</b></u> 1) Maintain friendliness, pleasant and professional	<u><b>Team Leader / Supervisor/ Hostess /Captain</b></u> 1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest.	<u><b>Team Leader / Supervisor/ Hostess /Captain</b></u> 1) Maintain friendliness, pleasant and professional appearance at all times when meeting guest.

AREA	Fast-Food Restaurants (Back of The House)	Fast-Food Restaurants (Front of The House)	Fast-Food Restaurants (Barista)	Fast-Food Restaurants (Management)
	<p>professional appearance at all times when meeting guest.</p> <p>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</p> <p>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</p> <p>4) Assure efficient and fast delivery of service as per SOP.</p> <p>5) Assure all the assigned staff report for duty punctually and according to their assigned shift.</p> <p>6) Supervise in work schedule (duty roster) for F&amp;B staff.</p>	<p>appearance at all times when meeting guest.</p> <p>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</p> <p>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</p> <p>4) Assure efficient and fast delivery of service as per SOP.</p> <p>5) Assure all the assigned staff report for duty punctually and according to their assigned shift.</p> <p>6) Supervise in work schedule (duty roster) for F&amp;B staff.</p>	<p>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</p> <p>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</p> <p>4) Assure efficient and fast delivery of service as per SOP.</p> <p>5) Assure all the assigned staff report for duty punctually and according to their assigned shift.</p> <p>6) Supervise in work schedule (duty roster) for F&amp;B staff.</p>	<p>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</p> <p>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</p> <p>4) Assure efficient and fast delivery of service as per SOP.</p> <p>5) Assure all the assigned staff report for duty punctually and according to their assigned shift.</p> <p>6) Supervise in work schedule (duty roster) for F&amp;B staff.</p>

AREA	Fast-Food Restaurants (Back of The House)	Fast-Food Restaurants (Front of The House)	Fast-Food Restaurants (Barista)	Fast-Food Restaurants (Management)
LEVEL 2	<p><b><u>Team Member /Cook/ Kitchen Helper</u></b></p> <ol style="list-style-type: none"> <li>1) Prepare workstation for cooking and food preparation.</li> <li>2) Carry out safety and food quality control</li> <li>3) Carry out product assembly, cooking according to Standard Operating Procedure.</li> <li>4) Assist in stock control and stock take activities.</li> <li>5) Ensure all product prepare according to projection plan.</li> <li>6) Carry out any other activities as directed by superior.</li> <li>7) Carry out cashiering activities and dining daily routine work.</li> </ol>	<p><b><u>Rider/ Cashier/ Floor Crew/ Rider</u></b></p> <ol style="list-style-type: none"> <li>1) Assure coordinates Delivery business with all Rider and Restaurant team focusing on the target.</li> <li>2) Enforce delivery SOP practise by all Rider at all time.</li> <li>3) Educate and increase awareness within restaurant team with Rider regarding operational procedures, customer services and training practices.</li> <li>4) Develop and maintain effective working relationships with all Rider team members &amp; other restaurant staff.</li> <li>5) Validate and submit all daily report timely and accurately from Rider.</li> </ol>	<p><b><u>Barista</u></b></p> <ol style="list-style-type: none"> <li>1) Make and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies.</li> <li>2) Package coffee blends, make coffee and tea, explain menu items to customers.</li> <li>3) Clean, and attempt to ensure that customers are comfortable and satisfied.</li> <li>4) Prepare and sell variety of coffee drinks, along with pastries and cookies.</li> <li>5) Take customer order, process payment and return change.</li> </ol>	<p style="text-align: center;">No Level</p>

<b>AREA</b>	<b>Fast-Food Restaurants (Back of The House)</b>	<b>Fast-Food Restaurants (Front of The House)</b>	<b>Fast-Food Restaurants (Barista)</b>	<b>Fast-Food Restaurants (Management)</b>
		<p>6) Adhere all policies includes cash, hygiene practise, appearance and etc.</p> <p>7) Perform routine cleaning on motorcycle and ensure it is safe to ride.</p>		
<b>LEVEL 1</b>	No Level	No Level	No Level	No Level

Table 4.26: List of Responsibilities for Group 561 according to NOSS Levelling (12 of 12)

<b>AREA</b>	<b>Services (Ice Cream Truck Vendors and Parlours)</b>	<b>Services (Mobile Food Carts)</b>	<b>Main Kitchen (Food Stalls/Hawkers)</b>	<b>Main Kitchen (Food or Beverage, Food and Beverage Preparation in Market Stalls/Hawkers)</b>
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Not Available	Not Available	Not Available	Not Available
LEVEL 4	Not Available	Not Available	Not Available	Not Available
LEVEL 3	<p><b><u>Supervisor</u></b></p> <ol style="list-style-type: none"> <li>1) Check temperatures of freezer, refrigerator, and heating equipment to ensure proper functioning.</li> <li>2) Clean and sterilize equipment and facilities.</li> <li>3) Promptly and empathetically handle guest concern and complaints.</li> <li>4) Fill / replenish beverages and ice dispenser.</li> </ol>	<p><b><u>Entrepreneur/Owner</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall Food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Assure that reception and service quality standard are met as defined by the</li> </ol>	<p><b><u>Entrepreneur/Owner</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall Food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Assure that reception and service quality standard</li> </ol>	<p><b><u>Entrepreneur/Owner</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall Food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Assure that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> </ol>

AREA	Services (Ice Cream Truck Vendors and Parlours)	Services (Mobile Food Carts)	Main Kitchen (Food Stalls/Hawkers)	Main Kitchen (Food or Beverage, Food and Beverage Preparation in Market Stalls/Hawkers)
	<p>5) Earn management trust by serving as a key holder, responsibility opening and closing store.</p> <p>6) Keep dining room / area and kitchen clean by performing cleaning duties.</p> <p>7) Operate a cash register and credit card transactions</p> <p>8) Maintain high standards of customer's service during high volume, fast paced operations.</p> <p>9) Manage food delivery for special events.</p>	<p>outlet and the Outlet F&amp;B Policy.</p> <p>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</p> <p>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</p> <p>6) Participate in preparing of the department budget.</p> <p>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</p>	<p>are met as defined by the outlet and the Outlet F&amp;B Policy.</p> <p>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</p> <p>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</p> <p>6) Participate in preparing of the department budget.</p> <p>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges,</p>	<p>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</p> <p>6) Participate in preparing of the department budget.</p> <p>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</p> <p>8) Work with sales department on promotional activities.</p> <p>9) Make suggestion to General Manager to improve service quality.</p> <p>10) Work closely with other department head.</p>

AREA	Services (Ice Cream Truck Vendors and Parlours)	Services (Mobile Food Carts)	Main Kitchen (Food Stalls/Hawkers)	Main Kitchen (Food or Beverage, Food and Beverage Preparation in Market Stalls/Hawkers)
		8) Work with sales department on promotional activities.	and new menu item and recipes. 8) Work with sales department on promotional activities.	
LEVEL 2	<p><b><u>Team Leader/Driver</u></b></p> <p>1) Assure employees perform a variety of tasks, from preparing the food, stocking supplies, serving, charging people for their food, handling cash, credit cards, and a cash register, cleaning tables and counters, resetting tables, greeting customers and answering questions.</p> <p>2) Assure that the operation runs smoothly, efficiently and according to industry standards</p>	<p><b><u>Team Leader/Driver</u></b></p> <p>1) Assure employees perform a variety of tasks, from preparing the food, stocking supplies, serving, charging people for their food, handling cash, credit cards, and a cash register, cleaning tables and counters, resetting tables, greeting customers and answering questions.</p> <p>2) Assure that the operation runs smoothly, efficiently and according to industry standards</p> <p>3) Overseeing and directing employees. Responsible</p>	<p><b><u>Team Member</u></b></p> <p>1) Perform specific task in maintaining the business and operations</p> <p>2) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP</p> <p>3) Perform in an emergency as outlines in the outlet's loss-prevention procedures manual.</p> <p>4) Complies with energy conservation and job safety procedure which management defines in the departmental Loss</p>	<p><b><u>Team Member</u></b></p> <p>1) Perform specific task in maintaining the business and operations</p> <p>2) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP</p> <p>3) Perform in an emergency as outlines in the outlet's loss-prevention procedures manual.</p> <p>4) Comply with energy conservation and job safety procedure which management defines in the departmental Loss Prevention Procedures Manual on in postings.</p> <p>5) Respond immediately in courteous manner to guest request.</p> <p>6) Respond to guest complaint immediately as per procedures outline.</p>

AREA	Services (Ice Cream Truck Vendors and Parlours)	Services (Mobile Food Carts)	Main Kitchen (Food Stalls/Hawkers)	Main Kitchen (Food or Beverage, Food and Beverage Preparation in Market Stalls/Hawkers)
	3) Overseeing and directing employees. Responsible for cash management, Cleanliness 4) Handle customer complaint 5) Monitor production of food and beverage items to make sure employees are distributing food that is of the appropriate temperature and quality. 6) Carry out cash management activities during cashier opening, handover, closing, refund and void.	for cash management, cleanliness 4) Handle customer complaint 5) Monitor production of food and beverage items to make sure employees are distributing food that is of the appropriate temperature and quality. 6) Carry out cash management activities during cashier opening, handover, closing, refund and void.	Prevention Procedures Manual on in postings. 5) Respond immediately in courteous manner to guest request. 6) Respond to guest complaint immediately as per procedures outline.	
LEVEL 1	<u>Team Member</u> 1) Perform specific task in maintaining the business and operations.	<u>Team Member</u> 1) Perform specific task in maintaining the business and operations.	No Level	No Level

AREA	Services (Ice Cream Truck Vendors and Parlours)	Services (Mobile Food Carts)	Main Kitchen (Food Stalls/Hawkers)	Main Kitchen (Food or Beverage, Food and Beverage Preparation in Market Stalls/Hawkers)
	<p>2) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP.</p> <p>3) Complies with energy conservation and job safety procedure which management defines in the departmental Loss Prevention Procedures Manual on in postings.</p> <p>4) Respond immediately in courteous manner to guest request.</p> <p>5) Respond to guest complaint immediately as per procedures outline.</p>	<p>2) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP.</p> <p>3) Complies with energy conservation and job safety procedure which management defines in the departmental Loss Prevention Procedures Manual on in postings.</p> <p>4) Respond immediately in courteous manner to guest request.</p> <p>5) Respond to guest complaint immediately as per procedures outline.</p>		

**Division: I-56 Food and Beverages Services**

**Group: 562 - Event Catering and Other Food Service Activities**

Table 4.27: List of Responsibilities for Group 562 according to NOSS Levelling (1 of 3)

AREA	Kitchen	Services	Services (VIP)	Cleaning	Logistic
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Not Available	<p><b><u>Event Manager</u></b></p> <p>1) Plan and design event and production within time limit.</p> <p>2) Work with clients to identify their needs and ensure customer satisfaction.</p> <p>3) Organize facilities and details such as décor, catering, entertainment, transportation, location, invites list, special guest, equipment, promotional material etc.</p>	Not Available	Not Available	Not Available

AREA	Kitchen	Services	Services (VIP)	Cleaning	Logistic
		4) Perform inspection on finished arrangements, supervise during the duration of the banquet, function or event. 5) Present during the banquet affairs at least 3 hours before the functions or event starts in order to foresee any last-minute requests and / additional instruction from client.			
LEVEL 4	Not Available	<b><u>Event Coordinator</u></b> 1) Maintain proper grooming and hygiene habit as defined in the "personal hygiene " section of the SOP. 2) Wear issued uniform and name badge whenever on duty from "clock-in " to "clock-out"	Not Available	Not Available	Not Available

AREA	Kitchen	Services	Services (VIP)	Cleaning	Logistic
		3) Comply with outlet house rules and conduct codes as stated in the employee handbook and as distributes at orientation. 4) Support planning and coordination of a program and its activities. 5) Help build positive relation within the team and external parties. 6) Answer potential client questions about facilities and amenities. 7) Ensure implementation of policies and practices.			
LEVEL 3	<u><b>Demi Chef / Chef De Partie</b></u> 1) Lead in menu implementation and food production as well as executions.	<u><b>Event Crew</b></u> 1) Wear issued uniform and name badge whenever on duty from "clock-in " to "clock-out".	<u><b>Catering Butler</b></u> 1) Greet guest upon arrival and when required at departure. 2) Greet guest on approach to table with courtesy and friendly smile.	<u><b>Steward</b></u> 1) Maintain proper grooming and hygiene habit as defined in the "personal hygiene	<u><b>Driver</b></u> 1) Maintain proper grooming and hygiene habit as defined in the "personal hygiene " section of the SOP.

AREA	Kitchen	Services	Services (VIP)	Cleaning	Logistic
	2) Ensure highest standard of food production 3) Ensure the daily stock and ingredients availability. 4) Prepare food according to schedule and event order / daily checklist. 5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring. 6) Check all equipment in good condition. 7) Delegate task and work responsibilities.	2) Comply with outlet house rules and conduct codes as stated in the employee handbook and as distributes at orientation. 3) Support planning and coordination of a program and its activities. 4) Help build positive relation within the team and external parties. 5) Answer potential client questions about facilities and amenities. 6) Ensure implementation of policies and practises.	3) Maintain proper grooming and hygiene habit as defined in the "personal hygiene " section of the SOP. 4) Comply with outlet house rules and conduct codes as stated in the employee handbook and as distributes at orientation. 5) Prepare meals and serve to VVIP guest in appropriate seating order (ladies, host, taking into account swiftness of service and service procedures. 6) Perform other assigned duties. 7) Report for duty on time i.e. (1/2 hour before duty).	" section of the SOP. 2) Responsible for follow up on all assigned work program daily, such as cleaning, washing, arranging and counting or utensil, equipment, kitchen preparation area as per assigned by superior. 3) Proper handling chemical and usages and wear proper PPE Maintain high standard of personal appearance.	2) Must have valid GDL license and ensure the truck in working condition. 3) Well verse in arranging equipment and food into catering truck. 4) Plan advance timing and the route to the site. 5) Perform inspection and preventive maintenance.

AREA	Kitchen	Services	Services (VIP)	Cleaning	Logistic
				4) Maintain cleanliness of kitchen and storage area according to cleaning schedule. 5) Perform other assigned duties. 6) Report for duty on time i.e (1/2 hour before duty period).	
LEVEL 2	<b><u>Commis</u></b> 1) Produce food and dishes according to menu, event order and as directed by superior 2) Prepare various ingredients according to the recipe standard on	<b><u>Waiter /Waitress</u></b> 1) Smile when in contact with guest. 2) Greet guest upon arrival and when required at departure. 3) Greet guest on approach to table with courtesy and friendly smile. 4) Maintain proper grooming and hygiene habit as defined in the	No Level	No Level	No Level

AREA	Kitchen	Services	Services (VIP)	Cleaning	Logistic
	<p>shift, daily and weekly basis</p> <p>3) Maintain cleanliness and hygiene of the kitchen</p> <p>4) Prepare all ingredient of related dishes for buffet and a 'la carte menu.</p> <p>5) Assist in inventory management.</p>	<p>"personal hygiene " section of the SOP.</p> <p>5) Comply with outlet house rules and conduct codes as stated in the employee handbook and as distributes at orientation.</p> <p>6) Collect prepare meals and serve to guest in appropriate seating order (ladies, host, taking into account swiftness of service and service procedures.</p> <p>7) Perform other assigned duties.</p> <p>8) Report for duty on time i.e. (1/2 hour before duty period).</p>			
LEVEL 1	No Level	No Level	No Level	No Level	No Level

Table 4.28: List of Responsibilities for Group 562 according to NOSS Levelling (2 of 3)

AREA	Other Food Service Activities (Kitchen)	Other Food Service Activities (Services)	Other Food Service Activities (Cleaning)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	Not Available	Not Available	Not Available
LEVEL 4	Not Available	Not Available	Not Available
LEVEL 3	<p><b><u>Demi Chef / Chef De Partie</u></b></p> <ol style="list-style-type: none"> <li>1) Lead in menu implementation and food production as well as executions.</li> <li>2) Verify highest standard of food production.</li> <li>3) Verify the daily stock and ingredients availability.</li> <li>4) Prepare food according to schedule and event order / daily checklist.</li> <li>5) Monitor rank and file staff / commis and kitchen helper in term of training and mentoring.</li> <li>6) Check all equipment in good condition.</li> <li>7) Delegate task and work responsibilities.</li> </ol>	<p><b><u>Food Services Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Assure Operation and coordination planning with supporting department such as kitchen dan dietary requirement.</li> <li>2) Identify patient needs and meals serving to ensure customer satisfaction.</li> <li>3) Organizing equipment to ensure in good condition.</li> <li>4) Comply hygiene and safety regulations.</li> </ol>	<p>Not Available</p>

AREA	Other Food Service Activities (Kitchen)	Other Food Service Activities (Services)	Other Food Service Activities (Cleaning)
LEVEL 2	<p><b><u>Commis</u></b></p> <ol style="list-style-type: none"> <li>1) Produce food and dishes according to menu, event order and as directed by superior.</li> <li>2) Prepare various ingredients according to the recipe standard on shift, daily and weekly basis.</li> <li>3) Maintain cleanliness and hygiene of the kitchen.</li> <li>4) Prepare all ingredient of related dishes for buffet and a 'la carte menu.</li> <li>5) Assist in inventory management.</li> </ol>	<p><b><u>Food Services Assistant</u></b></p> <ol style="list-style-type: none"> <li>1) Maintain proper grooming and hygiene habit as defined in the "personal hygiene " section of the SOP.</li> <li>2) Provide / collect menu selection to the patient.</li> <li>3) Collect prepare meals and serve to patient and clear soil dish according the schedule.</li> <li>4) Perform other assigned duties when required.</li> <li>5) Report for duty on time i.e. (1/2 hour before duty period.</li> </ol>	<p><b><u>Steward</u></b></p> <ol style="list-style-type: none"> <li>1) Maintain proper grooming and hygiene habit as defined in the "personal hygiene " section of the SOP.</li> <li>2) Responsible for follow up on all assigned work program daily, such as cleaning, washing, arranging and counting or utensil, equipment, kitchen preparation area as per assigned by superior.</li> <li>3) Proper handling chemical and usages and wear proper PPE Maintain high standard of personal appearance.</li> <li>4) Maintain cleanliness of kitchen and storage area according to cleaning schedule.</li> <li>5) Perform other assigned duties.</li> <li>6) Report for duty on time i.e. (1/2 hour before duty period)</li> </ol>
LEVEL 1	No Level	No Level	No Level

Table 4.29: List of Responsibilities for Group 562 according to NOSS Levelling (3 of 3)

AREA	Production	Quality Control	In-Flight Services	Technology
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Not Available	Not Available	Not Available	Not Available
LEVEL 4	<p><b><u>Food Bank Manager / Duty Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Demonstrate by illustrating the efficiency in regulating of food production in accordance to budget for food bank.</li> <li>2) Manage and oversee the daily distribution of food ensuring proper temperature control, sanitary condition and appropriate handling.</li> <li>3) Schedule regular facility and equipment maintenance.</li> <li>4) Monitor the process of placing food orders, receiving and distribution of raw product till ready to eat for customer's consumption.</li> </ol>	<p><b><u>Safety and Hygiene Manager / Halal Manager / Quality Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible in a primary role to verify the standard in accordance to the set parameter.</li> <li>2) Plan the frame work of Quality Assurance benchmark for service and production.</li> <li>3) Work on a strategy to achieve efficiency and profitability of the organisation.</li> <li>4) Monitor the activity in the area of flight operations.</li> </ol>	<p><b><u>In-Flight Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Organise and be responsible for the running the airline operations control centre.</li> <li>2) Conduct meeting, briefing and discuss day to day issues.</li> <li>3) Oversee all major operational decision effectively through acceptable management guidelines.</li> <li>4) Solve and devises solutions to problem arises.</li> <li>5) Prepare subordinates specific job assignments.</li> </ol>	<p><b><u>Nutritionist / Dietician / Food Technologist</u></b></p> <ol style="list-style-type: none"> <li>1) Provide dietary and medical nutrition therapy for health medically concerns passenger, patients or residents.</li> <li>2) Develop meal in line with specialist dietary requirement for the airline industry.</li> <li>3) Oversee the dietary production in relation to specific requirement for intended customers.</li> <li>4) Advice on the procurement of products and compliance with dietary requirement of medical meals.</li> <li>5) Develop meal plan, taking both cost and passengers' preferences into account.</li> </ol>

AREA	Production	Quality Control	In-Flight Services	Technology
	5) Demonstrate by instituting the best practices, ensuring food safety and proper food storage. 6) Monitor and analyse budget performances and review for improvement. 7) Provide excellent customer service practices by measuring key performance indicator.	5) Set the standards required by the operations and make any modification for enhancement. 6) Produce any additional requirements defined by the management.		6) Examine the latest nutritional science research and apply if suitable.
LEVEL 3	<b><u>Food Bank Officer/ Duty Officer</u></b> 1) Responsible in a primary role to verify the standard in accordance to the set parameter 2) Plan the frame work of Quality Assurance benchmark for service and production. 3) Work on a strategy to achieve efficiency and profitability of the organisation. 4) Monitor the activity in the area of flight operations. 5) Set the standards required by the operations and make any modification for enhancement.	No Level	<b><u>Leading Steward</u></b> 1) Organise and be responsible for the running the airline operations control centre. 2) Conduct meeting, briefing and discuss day to day issues. 3) Oversee all major operational decision effectively through acceptable management guidelines. 4) Solve and devises solutions to problem arises.	No Level

<b>AREA</b>	<b>Production</b>	<b>Quality Control</b>	<b>In-Flight Services</b>	<b>Technology</b>
	6) Produce any additional requirements defined by the management.		5) Prepare subordinates specific job assignments.	
LEVEL 2	No Level	No Level	No Level	No Level
LEVEL 1	No Level	No Level	No Level	No Level

**Division: I-56 Food and Beverages Services**

**Group: 563 - Beverage Serving Activities**

Table 4.30: List of Responsibilities for Group 563 according to NOSS Levelling (1 of 3)

AREA	Bar/Beverage (Pubs, Bars)	Bar/Beverage (Coffee House)	Lounges	Discotheque
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Not Available	Not Available	Not Available	Not Available
LEVEL 4	<p><b><u>Beverage Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for entire operations in the outlets.</li> <li>2) Responsible for achieving of the revenue / profit for the outlet.</li> <li>3) Drive the implementations of company program by developing action plan.</li> <li>4) Recruit of staff and conducting training needs for the outlet.</li> <li>5) Mentor the ongoing spirits of development and professional growth across the team.</li> </ol>	<p><b><u>Outlet Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for entire operations in the outlets.</li> <li>2) Responsible for achieving of the revenue / profit for the outlet.</li> <li>3) Drive the implementations of company program by developing action plan.</li> <li>4) Recruit of staff and conducting training needs for the outlet.</li> <li>5) Mentor the ongoing spirits of development and professional growth across the team.</li> </ol>	<p><b><u>Lounges Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for entire operations in the outlets.</li> <li>2) Responsible for achieving of the revenue / profit for the outlet.</li> <li>3) Drive the implementations of company program by developing action plan.</li> <li>4) Recruit of staff and conducting training needs for the outlet.</li> <li>5) Mentor the ongoing spirits of development and professional growth across the team.</li> </ol>	<p><b><u>Discotheque Manager</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for entire operations in the outlets.</li> <li>2) Responsible for achieving of the revenue / profit for the outlet.</li> <li>3) Drive the implementations of company program by developing action plan.</li> <li>4) Recruit of staff and conducting training needs for the outlet.</li> <li>5) Mentor the ongoing spirits of development and professional growth across the team.</li> <li>6) Monitor, coach and encourage team members to meet service standards.</li> </ol>

AREA	Bar/Beverage (Pubs, Bars)	Bar/Beverage (Coffee House)	Lounges	Discotheque
	<p>6) Monitor, coach and encourage team members to meet service standards.</p> <p>7) Plan, identify, communicates and delegates appropriate responsibilities and practice to staff to ensure smooth flow of operations.</p>	<p>6) Monitor, coach and encourage team members to meet service standards.</p> <p>7) Plan, identify, communicates and delegates appropriate responsibilities and practice to staff to ensure smooth flow of operations.</p>	<p>6) Monitor, coach and encourage team members to meet service standards.</p> <p>7) Plan, identify, communicates and delegates appropriate responsibilities and practice to staff to ensure smooth flow of operations.</p>	<p>7) Plan, identify, communicates and delegates appropriate responsibilities and practice to staff to ensure smooth flow of operations.</p>
LEVEL 3	<p><b><u>Bar Captain/Supervisor</u></b></p> <p>1) Maintain friendly, pleasant and professional appearance at all times.</p> <p>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</p> <p>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</p> <p>4) Assure efficient and fast delivery of service.</p>	<p><b><u>Bar Captain/Supervisor</u></b></p> <p>1) Maintain friendly, pleasant and professional appearance at all times.</p> <p>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</p> <p>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</p> <p>4) Assure efficient and fast delivery of service.</p>	<p><b><u>Bar Captain/Supervisor</u></b></p> <p>1) Maintain friendly, pleasant and professional appearance at all times.</p> <p>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</p> <p>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</p> <p>4) Assure efficient and fast delivery of service.</p>	<p><b><u>Bar Captain/Supervisor</u></b></p> <p>1) Maintain friendly, pleasant and professional appearance at all times.</p> <p>2) Handle complaints and react immediately and make sure guest satisfied with the service / solution.</p> <p>3) Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly.</p> <p>4) Assure efficient and fast delivery of service.</p>

AREA	Bar/Beverage (Pubs, Bars)	Bar/Beverage (Coffee House)	Lounges	Discotheque
	5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for staff.	5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for staff.	5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for staff.	5) Assure all the assigned staff report for duty punctually and according to their assigned shift. 6) Supervise in work schedule (duty roster) for staff.
LEVEL 2	<b><u>Bartender</u></b> 1) Report for duty punctually wearing the correct employee fashion and name badge at all times. 2) Prepare drinks according to established standard concoctions. 3) Serve beverages to guests according to established performance standards. 4) Handle guest enquiries in a courteous and efficient manner.	<b><u>Bartender</u></b> 1) Report for duty punctually wearing the correct employee fashion and name badge at all times. 2) Prepare drinks according to established standard concoctions. 3) Serve beverages to guests according to established performance standards. 4) Handle guest enquiries in a courteous and efficient manner.	<b><u>Bartender/Speciality Barista</u></b> 1) Report for duty punctually wearing the correct employee fashion and name badge at all times. 2) Prepare drinks according to established standard concoctions (as for speciality barista, the knowledge would include ability to mix and create alcoholic coffee mix and drinks). 3) Serve beverages to guests according to established performance standards.	<b><u>Bartender</u></b> 1) Report for duty punctually wearing the correct employee fashion and name badge at all times. 2) Prepare drinks according to established standard concoctions. 3) Serve beverages to guests according to established performance standards. 4) Handle guest enquiries in a courteous and efficient manner. 5) Provide a courteous and professional service at all times.

<b>AREA</b>	<b>Bar/Beverage (Pubs, Bars)</b>	<b>Bar/Beverage (Coffee House)</b>	<b>Lounges</b>	<b>Discotheque</b>
	5) Provide a courteous and professional service at all times. 6) Maintain a good working relationship with colleagues, and all other departments. 7) Maintain a high standard of personal appearance and hygiene at all times.	5) Provide a courteous and professional service at all times. 6) Maintain a good working relationship with colleagues, and all other departments. 7) Maintain a high standard of personal appearance and hygiene at all times.	4) Handle guest enquiries in a courteous and efficient manner. 5) Provide a courteous and professional service at all times. 6) Maintain a good working relationship with colleagues, and all other departments. 7) Maintain a high standard of personal appearance and hygiene at all times.	6) Maintain a good working relationship with colleagues, and all other departments. 7) Maintain a high standard of personal appearance and hygiene at all times.
LEVEL 1	No Level	No Level	No Level	No Level

Table 4.31: List of Responsibilities for Group 563 according to NOSS Levelling (2 of 3)

AREA	Service (Dining/Pantry)	Cleaning
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	Not Available	Not Available
LEVEL 5	Not Available	Not Available
LEVEL 4	Not Available	Not Available
LEVEL 3	<p><b><u>Hostess/Captain/Butler</u></b></p> <ol style="list-style-type: none"> <li>1) Report for duty punctually wearing the correct employee uniform and name tag at all times.</li> <li>2) Greet and seat guests according to standards set in the departmental operation manual.</li> <li>3) Answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual.</li> <li>4) Provide a courteous and professional service at all times.</li> <li>5) Maintain a good working relationship with colleagues, and all other departments.</li> <li>6) Respond to change in the departmental function as required by the industry, company or hotel.</li> <li>7) Assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.</li> <li>8) Supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.</li> </ol>	<p><b><u>Steward</u></b></p> <ol style="list-style-type: none"> <li>1) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP</li> <li>2) Proper handling chemical and usages and wear proper PPE</li> <li>3) Assure the cleanliness of the whole kitchen and back area of the restaurant.</li> <li>4) Maintain cleanliness of kitchen and storage area according to cleaning schedule.</li> <li>5) Keep all kitchen premise to be cleaned and free from pests and insects.</li> <li>6) Manage waste receptacles throughout the building.</li> <li>7) Aware of kitchen accidents and preventions.</li> </ol>
LEVEL 2	No Level	No Level
LEVEL 1	No Level	No Level

Table 4.32: List of Responsibilities for Group 563 according to NOSS Levelling (3 of 3)

<b>AREA</b>	<b>Main Kitchen (Drink Stalls/Hawkers)</b>	<b>Main Kitchen (Mobile Beverage)</b>	<b>Main Kitchen (Others Drinking Places n.e.c.)</b>
Level 8	Not Available	Not Available	Not Available
Level 7	Not Available	Not Available	Not Available
Level 6	Not Available	Not Available	Not Available
Level 5	Not Available	Not Available	Not Available
Level 4	Not Available	Not Available	Not Available
Level 3	<p><b><u>Entrepreneur/Owner</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Assure that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> <li>5) Apply and ensure application of standard and procedure set by outlet and</li> </ol>	<p><b><u>Entrepreneur/Owner</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Assure that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> <li>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</li> </ol>	<p><b><u>Entrepreneur/Owner</u></b></p> <ol style="list-style-type: none"> <li>1) Responsible for overall food &amp; Beverages administration, operations and ensuring the maximum level of professionalism is archive.</li> <li>2) Plan, coordinate and control entire departmental organization and activities.</li> <li>3) Assure that reception and service quality standard are met as defined by the outlet and the Outlet F&amp;B Policy.</li> <li>4) Assist the entire F&amp;B team, especially the outlet manager to accommodate special request or VIP arrangement.</li> <li>5) Apply and ensure application of standard and procedure set by outlet and those resulting from the Outlet F&amp;B Policy.</li> <li>6) Participate in preparing of the department budget.</li> </ol>

AREA	Main Kitchen (Drink Stalls/Hawkers)	Main Kitchen (Mobile Beverage)	Main Kitchen (Others Drinking Places n.e.c.)
	<p>those resulting from the Outlet F&amp;B Policy.</p> <p>6) Participate in preparing of the department budget.</p> <p>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</p>	<p>6) Participate in preparing of the department budget.</p> <p>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</p>	<p>7) Work closely with the Executive Chef instruction concerning control cost, personal expenses and charges, and new menu item and recipes.</p>
Level 2	<p><b><u>Team Member</u></b></p> <p>1) Greet when in contact with guest.</p> <p>2) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP.</p> <p>3) Comply with energy conservation and job safety procedure which management defines in the departmental Loss Prevention Procedures Manual on in postings.</p> <p>4) Response immediately in courteous manner to guest request.</p> <p>5) Perform Product Marketing.</p>	<p><b><u>Team Member</u></b></p> <p>1) Greet in contact with guest.</p> <p>2) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP.</p> <p>3) Comply with energy conservation and job safety procedure which management defines in the departmental Loss Prevention Procedures Manual on in postings.</p> <p>4) Response immediately in courteous manner to guest request.</p> <p>5) Perform Product Marketing.</p>	<p><b><u>Team Member</u></b></p> <p>1) Greet when in contact with guest.</p> <p>2) Maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP.</p> <p>3) Comply with energy conservation and job safety procedure which management defines in the departmental Loss Prevention Procedures Manual on in postings.</p> <p>4) Response immediately in courteous manner to guest request.</p> <p>5) Perform Product Marketing.</p>
Level 1	No Level	No Level	No Level

#### 4.6 Mapping OS VS Available NOSS

This section provides mapping between OS and available NOSS to identified which area and job titles has a developed NOSS. There are 13 existing NOSS identified for food and beverage services activities industry.

Table 4.33: Mapping OS VS Available NOSS (1 of 6)

SECTION	(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES						
DIVISION	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES						
GROUP	(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES						
AREA	Restaurants and restaurant cum night clubs - Kitchen (Main Kitchen)	Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)	Restaurants and restaurant cum night clubs - Kitchen (Butcher)	Restaurants and restaurant cum night clubs - Kitchen (Pastry)	Restaurants and restaurant cum night clubs - Kitchen (Bakery)	Restaurants and restaurant cum night clubs - Services (Dining)	Restaurants and restaurant cum night clubs - Services (Back Area)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available	Food & Beverage Director	Food & Beverage Director
LEVEL 5	Executive Chef / Executive Sous Chef	Executive Chef / Executive Sous Chef	Executive Chef / Executive Sous Chef	Executive Chef / Executive Sous Chef	Executive Chef / Executive Sous Chef	HT-010-5:2012	HT-010-5:2012
LEVEL 4	Sous Chef	Sous Chef	Butcher Chef	Pastry Chef	Chief Baker	HT-010-4:2012	HT-010-4:2012
LEVEL 3	Chef De Partie /Demi Chef/Kitchen Coordinator	Chef De Partie/ Demi Chef	Chef De Partie/ Demi Chef	Chef De Partie/ Demi Chef	Chef De Partie/ Demi Chef	I561-002-3:2018	I561-002-3:2018
LEVEL 2	Commis /Team Leader	Commis/ Team Leader	Commis/ Team Leader	Commis/ Team Leader	Commis/ Team Leader	I561-002-2:2018	I561-002-2:2018
LEVEL 1	Kitchen Helper /Team Helper	Kitchen Helper/ Team Helper	Kitchen Helper/ Team Helper	Kitchen Helper/ Team Helper	Kitchen Helper/ Team Helper	Food & Beverage Assistant	Food & Beverage Assistant

Table 4.34: Mapping OS VS Available NOSS (2 of 6)

SECTION	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>					
DIVISION	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>					
GROUP	<b>(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES</b>					
AREA	Restaurants and restaurant cum night clubs - Services (Counter Area)	Restaurants and restaurant cum night clubs - Services (Buffet)	Restaurants and restaurant cum night clubs - Services (Bar)	Restaurants and restaurant cum night clubs - Services (Beverages)	Restaurants and restaurant cum night clubs - Cleaning (Steward)	Restaurants and restaurant cum night clubs - Services (Halal Certification)
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Food & Beverage Director	Food & Beverage Director	Food & Beverage Director	Food & Beverage Director	Not Available	Not Available
<b>LEVEL 5</b>	HT-010-5:2012	HT-010-5:2012	HT-010-5:2012	HT-010-5:2012	Not Available	Not Available
<b>LEVEL 4</b>	HT-010-4:2012	HT-010-4:2012	HT-010-4:2012	HT-010-4:2012	I561-001-4:2019	Executive Halal
<b>LEVEL 3</b>	I561-002-3:2018	I561-002-3:2018	I561-002-3:2018	I561-002-3:2018	I561-001-3:2017	No Level
<b>LEVEL 2</b>	I561-002-2:2018	I561-002-2:2018	Bartender /Barista	Bartender/ Barista	I561-001-2:2017	No Level
<b>LEVEL 1</b>	Food & Beverage Assistant	Food & Beverage Assistant	Food & Beverage Assistant	Food & Beverage Assistant	No Level	No Level

Table 4.35: Mapping OS VS Available NOSS (3 of 6)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>						
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>						
<b>GROUP</b>	<b>(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES</b>						
<b>AREA</b>	<b>Cafeterias / canteens - Kitchen (Main Kitchen)</b>	<b>Cafeterias / canteens - Kitchen (Cold Kitchen)</b>	<b>Cafeterias / canteens - Kitchen (Butcher)</b>	<b>Cafeterias / canteens - Kitchen (Pastry)</b>	<b>Cafeterias / canteens - Kitchen (Bakery)</b>	<b>Cafeterias / canteens - Services (Dining)</b>	<b>Cafeterias / canteens - Services (Back Area)</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Food & Beverage Director	Food & Beverage Director
<b>LEVEL 5</b>	Executive Chef / Executive Sous Chef	Executive Chef / Executive Sous Chef	Executive Chef / Executive Sous Chef	Executive Chef / Executive Sous Chef	Executive Chef / Executive Sous Chef	HT-010-5:2012	HT-010-5:2012
<b>LEVEL 4</b>	Sous Chef	Sous Chef	Butcher Chef	Pastry Chef	Chief Baker	HT-010-4:2012	HT-010-4:2012
<b>LEVEL 3</b>	Chef De Partie /Demi Chef/Kitchen Coordinator	Chef De Partie/ Demi Chef	Chef De Partie/ Demi Chef	Chef De Partie/ Demi Chef	Chef De Partie/ Demi Chef	I561-002-3:2018	I561-002-3:2018
<b>LEVEL 2</b>	Commis /Team Leader	Commis/ Team Leader	Commis/ Team Leader	Commis/ Team Leader	Commis/ Team Leader	I561-002-2:2018	I561-002-2:2018
<b>LEVEL 1</b>	Kitchen Helper /Team Helper	Kitchen Helper/ Team Helper	Kitchen Helper/ Team Helper	Kitchen Helper/ Team Helper	Kitchen Helper/ Team Helper	Food & Beverage Assistant	Food & Beverage Assistant

Table 4.36: Mapping OS VS Available NOSS (4 of 6)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>					
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>					
<b>GROUP</b>	<b>(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES</b>					
<b>AREA</b>	<b>Cafeterias / canteens -Services (Counter Area)</b>	<b>Cafeterias / canteens -Services (Buffet)</b>	<b>Cafeterias / canteens -Services (Bar)</b>	<b>Cafeterias / canteens -Services (Beverages)</b>	<b>Cafeterias / canteens -Cleaning (Steward)</b>	<b>Cafeterias / canteens -Services (Halal Certification)</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Food & Beverage Director	Food & Beverage Director	Food & Beverage Director	Food & Beverage Director	Not Available	Not Available
<b>LEVEL 5</b>	HT-010-5:2012	HT-010-5:2012	HT-010-5:2012	HT-010-5:2012	Not Available	Not Available
<b>LEVEL 4</b>	HT-010-4:2012	HT-010-4:2012	HT-010-4:2012	HT-010-4:2012	I561-001-4:2019	Executive Halal
<b>LEVEL 3</b>	I561-002-3:2018	I561-002-3:2018	I561-002-3:2018	I561-002-3:2018	I561-001-3:2017	No Level
<b>LEVEL 2</b>	I561-002-2:2018	I561-002-2:2018	Bartender /Barista	Bartender/ Barista	I561-001-2:2017	No Level
<b>LEVEL 1</b>	Food & Beverage Assistant	Food & Beverage Assistant	Food & Beverage Assistant	Food & Beverage Assistant	No Level	No Level

Table 4.37: Mapping OS VS Available NOSS (5 of 6)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>			
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>			
<b>GROUP</b>	<b>(561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES</b>			
<b>AREA</b>	<b>Fast-Food Restaurants (Back of The House)</b>	<b>Fast-Food Restaurants (Front of The House)</b>	<b>Fast-Food Restaurants (Barista)</b>	<b>Fast-Food Restaurants (Management)</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available	General Manager / Operation Manager
<b>LEVEL 5</b>	Not Available	Not Available	Not Available	Restaurant Manager / Area Manager
<b>LEVEL 4</b>	Not Available	Not Available	Not Available	Assistant Manager
<b>LEVEL 3</b>	HT-031-3:2016	HT-031-3:2016	HT-031-3:2016	HT-031-3:2016
<b>LEVEL 2</b>	HT-031-2:2016	HT-031-2:2016	HT-031-2:2016	No Level
<b>LEVEL 1</b>	No Level	No Level	No Level	No Level

Table 4.38: Mapping OS VS Available NOSS (6 of 6)

<b>SECTION</b>	<b>(I) ACCOMODATION AND FOOD SERVICE ACTIVITIES</b>					
<b>DIVISION</b>	<b>(56) FOOD AND BEVERAGE SERVICE ACTIVITIES</b>					
<b>GROUP</b>	<b>(563) BEVERAGE SERVING ACTIVITIES</b>					
<b>AREA</b>	<b>Bar/Beverage (Pubs, Bars)</b>	<b>Bar/Beverage (Coffee House)</b>	<b>Lounges</b>	<b>Discotheque</b>	<b>Service (Dining/Pantry)</b>	<b>Cleaning</b>
<b>LEVEL 8</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 7</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 6</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 5</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
<b>LEVEL 4</b>	Beverages Manager	Outlet Manager	Lounges Manager	Discotheque Manager	Not Available	Not Available
<b>LEVEL 3</b>	I563-001-3:2018	I563-001-3:2018	I563-001-3:2018	I563-001-3:2018	Hostess/Captain/ Butler/Cashier	Steward
<b>LEVEL 2</b>	I563-001-2:2017	I563-001-2:2017	I563-001-2:2017	I563-001-2:2017	No Level	No Level
<b>LEVEL 1</b>	No Level	No Level	No Level	No Level	No Level	No Level

#### **4.7 Occupational Descriptions (OD)**

Occupational Descriptions is a broad, general, and written statement of a specific job, based on the findings of a job analysis. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports. There are 114 OD are provided in Annex 5 are the job titles that have been identified as critical or hard-to-fill job industry representatives from focus group.

#### **4.8 Conclusion**

Based on the discussions with panel members during the development workshops and survey findings, the OS of the industry is produced in this chapter. The OS would provide information of the competency or job areas applicable to the industry, and the skill level of the different job titles, according to the MOSQF Level Descriptors, and the available career paths.

The jobs and skills in demand, and the specific steps proposed to be taken by various parties to bridge the skills gaps are elaborated so that the parties concerned could take the necessary steps to overcome such challenges.

## **CHAPTER 5: DISCUSSION, RECOMMENDATION AND CONCLUSION**

### **5.1 Discussion**

Based on the findings obtained throughout the Occupational Analysis on the industry, 55 job areas have been identified and confirmed to be in tandem with MSIC. More than that, there are 191 job titles identified, 114 critical job title identified and 41 job titles relevant to IR 4.0 require a holistic view in development of standard, skills training and also certification for recognition. If the competency requirements documented in NOSS format, the personnel in these areas will obtain a more structured skills training and will also enable personnel who are experienced and skilled to be certified. There are 13 NOSS developed for food and beverage services industry. The list of NOSS developed under the Division 56 is presented in Table 2.6 in Chapter 2. The limitation for this research is the research only focusing on focus group findings and secondary data from DOSM and ILMIA.

### **5.2 Recommendation**

It is hoped that the result of this Occupational Framework will be used as reference to fulfil the future plans of developing skilled personnel and certifying Malaysians in this sector towards improving the quality of the local sector and thus spurring Malaysia's global competitiveness.

There are several options when addressing or mitigating workforce demand and supply. It may include establishing and maintaining partnerships with other agencies or departments, or educational institutions to increase external talent pools and also through the training of existing staff in line with new skills requirements.

Based on the above comments, specific recommendations are listed below:

- i) To continue and streamline efforts in NOSS development for areas under the sector in line with the findings of this analysis. This includes the development of the NOSS for the sectors and sub-sectors that are in demand and have not been developed.
- ii) To encourage apprenticeship training (National Dual Training System –NDTS) for the related sub sector and job area.
- iii) Promote certification of existing and experienced personnel in the sector through Recognition Prior Achievement (RPA)- (Pengiktirafan Pencapaian Terdahulu – PPT).

### **5.3 Conclusion**

The conclusion is based on the specified objectives of the Occupational Framework as elaborated below:

#### **Objective 1: Occupational Structure**

As a result of the Occupational Framework conducted together with expert panel members from various organizations, a total of 55 job area and 191 job titles have been identified.

By planning and conducting the training and certification of this sector personnel in the near future, it is hoped that there will be a steady flow of local skilled and certified workers.

## **Objective 2: Skills in Demand**

Based on the FGD findings, the development panel highlighted the skills in demand are as follows:

- a) Sales and upselling skills
- b) Communication skills
- c) Product knowledge
- d) Customer service skills
- e) Problem solving and diagnostic skills
- f) Language proficiency (English, Mandarin, Arabic, French)
- g) Decision making ability
- h) Accounting and Financial skills
- i) Marketing skills
- j) Management skills
- k) Entrepreneurship and Intrapreneur skills

The detailed explanation regarding the skills in demand in food and beverage services activities can be referred to skills in demand explanation in Chapter 4.

## **Section 3: Critical Job Titles**

The Government of Malaysia established the Critical Skills Monitoring Committee (CSC) as part of the Eleventh Malaysian Plan with the mandate to monitor skills imbalances. One of the CSC's primary objectives is to develop a Critical Occupations List (COL) to serve as a platform for the coordination of human capital development policies. The CSC is jointly chaired by Talent Corporation (TalentCorp) and the Institute for Labour Market Information and Analysis (ILMIA), which is an agency in the Ministry of Human Resources (MOHR).

This institutional structure allows the CSC to draw on ILMIA's labour market information sources, including its Labour Market Information Data Warehouse, and on TalentCorp's ties with stakeholders in the private sector. The Critical Skills Monitoring Committee (CSC) publishes an annual Critical Occupations List (COL).

The COL is a list of occupations for which there is strong evidence that there is significant labour market shortage that may be alleviated through government action. Occupations on the COL meet the criteria of being skilled, sought-after, and strategic. The COL seeks to identify and draw stakeholder attention to this set of occupations that are critical to the continued growth and development of the Malaysian economy but that are currently difficult to fill.<sup>45</sup>

The FGD members have reviewed 7 critical job titles listed from COL 2018/2019 and comprehensively concluded with additional 107 critical job titles in Food and Beverages Services industry as listed in Annex 3.

#### **Section 4: Job Titles relevant to IR 4.0**

Based on FGD, the development panel have reviewed OS produced and comprehensively concluded with 41 job titles relevant to IR 4.0 in Food and Beverages Services industry as listed in Annex 4.

#### **Objective 5: Occupational Descriptions**

The Occupational Descriptions for all the different job titles were obtained from Focus Group Discussion and related reports. These Occupational Description will also serve as reference of job scope and the required competencies for NOSS development. The Occupational Description can be referred to Annex 5.

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<sup>45</sup> Critical Skills Monitoring Committee (CSC). 2018. Critical Occupations List 2017/2018 Technical Report. CSC.

## **Food and Beverage Future Outlook**

As a conclusion, F&B industry outlook based on current and future development as to prepare the workforce and personnel in rapid changing environment. The food will undergo various innovative process in preparation while the service of the food will include the technology in serving the food.

These changes are defined into few elements as discussed below;

### **a) Changing consumer behaviour/ Food trending/food concept and design**

As the demographic factor, consumer nowadays is more conscious on health and wellness which leads into healthier diet. The menu offering may be traditional in taste but have beneficial aspect to the consumer.

While the healthy food is concerned, restaurant is fast becoming a place to family gathering. This leads to Restaurant concept which is more appealing to new generation which provide facilities such as WIFI, interactive media and trendy ambiance.

As the communication becoming easier, introduction and exposure of new food and food culture has become more imminent throughout the world resulted in food trending and these being further fuelled through viral on the social media has led in popularity of food offering.

The availability of home delivery, grab and go, and self-services kiosk continue to be the trend in the future as food are being served outside-of-premise or restaurant right up to your door step.

### **b) Changing Technology**

The changing of digital technology has led to booming of Online ordering, going cashless and Scan-and-order application which will be widely use in the food and beverage industry as consumer are more adapted and becoming technology savvy.

**c) Training & Human Resources**

Towards changing of environment, one key area remains essential in human capital investment which will be training and re-training aspect to the current and future needs of F&B personnel aiming to create continuous job opportunity that provide comprehensive development and career advancement.

The training program should be focused on the in-thing technology related utilizing in F&B industry. While the training approach shall include exposure in multi-channel platform for learning and development such as virtual, e-learning, interactive multimedia and simulations.

As we are moving forward in rapid technology evolution in F&B industry, enhancing skills of personnel in this industry remain the key factors in achieving service excellence.

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## **ANNEX 1: MOSQF LEVEL DESCRIPTORS**

**MALAYSIAN OCCUPATIONAL SKILLS QUALIFICATION FRAMEWORK  
(MOSQF) LEVEL DESCRIPTOR**

<b>Level</b>	<b>Level Description</b>
8	Achievement at this level reflects the ability to develop original understanding and extend a sub-area of knowledge or professional practice. It reflects the ability to address problematic situations that involve many complexes, interacting factors through initiating, designing and undertaking research, development or strategic activities. It involves the exercise of broad autonomy, judgement and leadership in sharing responsibility for the development of a field of work or knowledge, or for creating substantial professional or organisational change. It also reflects a critical understanding of relevant theoretical and methodological perspectives and how they affect the field of knowledge or work.
7	Achievement at this level reflects the ability to reformulate and use relevant understanding, methodologies and approaches to address problematic situations that involve many interacting factors. It includes taking responsibility for planning and developing courses of action that initiate or underpin substantial change or development, as well as exercising broad autonomy and judgment. It also reflects an understanding of theoretical and relevant methodological perspectives, and how they affect their sub-area of study or work.
6	Achievement at this level reflects the ability to refine and use relevant understanding, methods and skills to address complex problems that have limited definition. It includes taking responsibility for planning and developing courses of action that are able to underpin substantial change or development, as well as exercising broad autonomy and judgment. It also reflects an understanding of different perspectives, approaches of schools of thought and the theories that underpin them.
5	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to address broadly-defined, complex problems. It includes taking responsibility for planning and developing courses of action as well as exercising autonomy and judgment within broad parameters. It also reflects understanding of different perspectives, approaches or schools of thought and the reasoning behind them.

4	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to address problems that are well defined but complex and non-routine. It includes taking responsibility for overall courses of action as well as exercising autonomy and judgment within fairly broad parameters. It also reflects understanding of different perspective or approaches within a sub-area of study or work.
3	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to complete task and address problems that are well defined with a measure of complexity. It includes taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgments within limited parameter. It also reflects awareness of different perspectives or approaches within a sub-area of study or work.
2	Achievement at this level reflects the ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address straightforward problem. It includes taking responsibility for completing tasks and procedures, and exercising autonomy and judgment subject to overall direction or guidance.
1	Achievement at this level reflects the ability to use relevant knowledge, skills and procedures to complete routine and predictable tasks that include responsibility for completing tasks and procedures subject to direction or guidance.

## **ANNEX 2: LIST OF CONTRIBUTORS**

**LIST OF SECTOR PANEL MEMBERS FOR FOOD AND BEVERAGES SERVICES  
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3	Akhsan Kamil Azizi Bin Lokman Hakim	DOCUMENTOR PFH SDN BHD	Documentor

## **ANNEX 3: LIST OF CRITICAL JOB TITLES**

List of Critical Job Titles

No.	Critical Job Title	Area	Level	LS	SS	S
1	Executive Chef / Executive Sous Chef	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	5	X	X	√
2	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	3	X	√	X
3	Commis /Team Leader	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	2	X	√	X
4	Kitchen Helper /Team Helper	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	1	√	X	X
5	Executive Chef / Executive Sous Chef	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	5	X	X	√
6	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	3	X	√	X
7	Commis /Team Leader	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	2	X	√	X
8	Kitchen Helper /Team Helper	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	1	√	X	X
9	Executive Chef / Executive Sous Chef	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	5	X	X	√

No.	Critical Job Title	Area	Level	LS	SS	S
10	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	3	X	√	X
11	Commis /Team Leader	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	2	X	√	X
12	Kitchen Helper /Team Helper	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	1	√	X	X
13	Executive Chef / Executive Sous Chef	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	5	X	X	√
14	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	3	X	√	X
15	Commis /Team Leader	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	2	X	√	X
16	Kitchen Helper /Team Helper	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	1	√	X	X
17	Executive Chef / Executive Sous Chef	Kitchen (Bakery) (Restaurants and restaurant cum night clubs)	5	X	X	√
18	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Bakery) (Restaurants and restaurant cum night clubs)	3	X	√	X
19	Commis /Team Leader	Kitchen (Bakery)	2	X	√	X

No.	Critical Job Title	Area	Level	LS	SS	S
		(Restaurants and restaurant cum night clubs)				
20	Kitchen Helper /Team Helper	Kitchen (Bakery) (Restaurants and restaurant cum night clubs)	1	√	X	X
21	Executive Chef / Executive Sous Chef	Kitchen (Main Kitchen) (Cafeterias/canteens)	5	X	X	√
22	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Main Kitchen) (Cafeterias/canteens)	3	X	√	X
23	Commis /Team Leader	Kitchen (Main Kitchen) (Cafeterias/canteens)	2	X	√	X
24	Kitchen Helper /Team Helper	Kitchen (Main Kitchen) (Cafeterias/canteens)	1	√	X	X
25	Executive Chef / Executive Sous Chef	Kitchen (Cold Kitchen) (Cafeterias/canteens)	5	X	X	√
26	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Cold Kitchen) (Cafeterias/canteens)	3	X	√	X
27	Commis /Team Leader	Kitchen (Cold Kitchen) (Cafeterias/canteens)	2	X	√	X
28	Kitchen Helper /Team Helper	Kitchen (Cold Kitchen) (Cafeterias/canteens)	1	√	X	X
29	Executive Chef / Executive Sous Chef	Kitchen (Butcher) (Cafeterias/canteens)	5	X	X	√
30	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Butcher) (Cafeterias/canteens)	3	X	√	X
31	Commis /Team Leader	Kitchen (Butcher)	2	X	√	X

No.	Critical Job Title	Area	Level	LS	SS	S
		(Cafeterias/canteens)				
32	Kitchen Helper /Team Helper	Kitchen (Butcher) (Cafeterias/canteens)	1	√	X	X
33	Executive Chef / Executive Sous Chef	Kitchen (Pastry) (Cafeterias/canteens)	5	X	X	√
34	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Pastry) (Cafeterias/canteens)	3	X	√	X
35	Commis /Team Leader	Kitchen (Pastry) (Cafeterias/canteens)	2	X	√	X
36	Kitchen Helper /Team Helper	Kitchen (Pastry) (Cafeterias/canteens)	1	√	X	X
37	Executive Chef / Executive Sous Chef	Kitchen (Bakery) (Cafeterias/canteens)	5	X	X	√
38	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Bakery) (Cafeterias/canteens)	3	X	√	X
39	Commis /Team Leader	Kitchen (Bakery) (Cafeterias/canteens)	2	X	√	X
40	Kitchen Helper /Team Helper	Kitchen (Bakery) (Cafeterias/canteens)	1	√	X	X
41	Supervisor	Services (Dining) (Restaurants and restaurant cum night clubs)	3	X	√	X
42	Captain/Hostess/Butler/ Cashier	Services (Dining) (Restaurants and restaurant cum night clubs)	2	X	√	X

No.	Critical Job Title	Area	Level	LS	SS	S
43	Food & Beverage Assistant	Services (Dining) (Restaurants and restaurant cum night clubs)	1	√	X	X
44	Supervisor	Services (Back Area) (Restaurants and restaurant cum night clubs)	3	X	√	X
45	Captain/Hostess/Butler/ Cashier	Services (Back Area) (Restaurants and restaurant cum night clubs)	2	X	√	X
46	Food & Beverage Assistant	Services (Back Area) (Restaurants and restaurant cum night clubs)	1	√	X	X
47	Supervisor	Services (Counter Area) (Restaurants and restaurant cum night clubs)	3	X	√	X
48	Captain/Hostess/Butler/ Cashier	Services (Counter Area) (Restaurants and restaurant cum night clubs)	2	X	√	X
49	Food & Beverage Assistant	Services (Counter Area) (Restaurants and restaurant cum night clubs)	1	√	X	X
50	Supervisor	Services (Buffet) (Restaurants and restaurant cum night clubs)	3	X	√	X
51	Captain/Hostess/Butler/ Cashier	Services (Buffet) (Restaurants and restaurant cum night clubs)	2	X	√	X
52	Food & Beverage Assistant	Services (Buffet) (Restaurants and restaurant cum night clubs)	1	√	X	X

No.	Critical Job Title	Area	Level	LS	SS	S
53	Supervisor	Services (Bar) (Restaurants and restaurant cum night clubs)	3	X	√	X
54	Bartender /Barista	Services (Bar) (Restaurants and restaurant cum night clubs)	2	X	√	X
55	Food & Beverage Assistant	Services (Bar) (Restaurants and restaurant cum night clubs)	1	√	X	X
56	Supervisor	Services (Beverages) (Restaurants and restaurant cum night clubs)	3	X	√	X
57	Bartender /Barista	Services (Beverages) (Restaurants and restaurant cum night clubs)	2	X	√	X
58	Food & Beverage Assistant	Services (Beverages) (Restaurants and restaurant cum night clubs)	1	√	X	X
59	Supervisor/ Captain	Cleaning (Steward) (Restaurants and restaurant cum night clubs)	3	X	√	X
60	Steward	Cleaning (Steward) (Restaurants and restaurant cum night clubs)	2	X	√	X
61	Executive Halal	Services (Halal Certification) (Restaurants and restaurant cum night clubs)	4	X	X	√
62	Supervisor	Services (Dining) (Cafeterias/canteens)	3	X	√	X

No.	Critical Job Title	Area	Level	LS	SS	S
63	Captain/Hostess/Butler/ Cashier	Services (Dining) (Cafeterias/canteens)	2	X	√	X
64	Food & Beverage Assistant	Services (Dining) (Cafeterias/canteens)	1	√	X	X
65	Supervisor	Services (Back Area) (Cafeterias/canteens)	3	X	√	X
66	Captain/Hostess/Butler/ Cashier	Services (Back Area) (Cafeterias/canteens)	2	X	√	X
67	Food & Beverage Assistant	Services (Back Area) (Cafeterias/canteens)	1	√	X	X
68	Supervisor	Services (Counter Area) (Cafeterias/canteens)	3	X	√	X
69	Captain/Hostess/Butler/ Cashier	Services (Counter Area) (Cafeterias/canteens)	2	X	√	X
70	Food & Beverage Assistant	Services (Counter Area) (Cafeterias/canteens)	1	√	X	X
71	Supervisor	Services (Buffet) (Cafeterias/canteens)	3	X	√	X
72	Captain/Hostess/Butler/ Cashier	Services (Buffet) (Cafeterias/canteens)	2	X	√	X
73	Food & Beverage Assistant	Services (Buffet) (Cafeterias/canteens)	1	√	X	X
74	Supervisor	Services (Bar) (Cafeterias/canteens)	3	X	√	X
75	Bartender /Barista	Services (Bar) (Cafeterias/canteens)	2	X	√	X

No.	Critical Job Title	Area	Level	LS	SS	S
76	Food & Beverage Assistant	Services (Bar) (Cafeterias/canteens)	1	√	X	X
77	Supervisor	Services (Beverages) (Cafeterias/canteens)	3	X	√	X
78	Bartender /Barista	Services (Beverages) (Cafeterias/canteens)	2	X	√	X
79	Food & Beverage Assistant	Services (Beverages) (Cafeterias/canteens)	1	√	X	X
80	Supervisor/ Captain	Cleaning (Steward) (Cafeterias/canteens)	3	X	√	X
81	Steward	Cleaning (Steward) (Cafeterias/canteens)	2	X	√	X
82	Executive Halal	Services (Halal Certification) (Cafeterias/canteens)	4	X	X	√
83	Team Leader / Supervisor/ Team Leader / Hostess /Captain	Back of The House (Fast-Food Restaurant)	3	X	√	X
84	Team Member / Cook / Kitchen Helper	Back of The House (Fast-Food Restaurant)	2	X	√	X
85	Team Leader / Supervisor/ Team Leader / Hostess /Captain	Front of The House (Fast-Food Restaurant)	3	X	√	X
86	Rider / Cashier / Floor Crew	Front of The House (Fast-Food Restaurant)	2	X	√	X
87	Team Leader / Supervisor/ Team Leader / Hostess /Captain	Barista (Fast-Food Restaurant)	3	X	√	X
88	Barista	Barista (Fast-Food Restaurant)	2	X	√	X

No.	Critical Job Title	Area	Level	LS	SS	S
89	Team Leader / Supervisor/ Team Leader / Hostess /Captain	Management (Fast-Food Restaurant)	3	X	√	X
90	Chef De Partie / Demi Chef	Kitchen	3	X	√	X
91	Commis	Kitchen	2	X	√	X
92	Event Crew	Services	3	X	√	X
93	Waiter / Waitress	Services	2	X	√	X
94	Catering Butler	Services (VIP)	3	X	√	X
95	Steward	Cleaning	3	X	√	X
96	Driver	Logistic	3	X	√	X
97	Chef De Partie / Demi Chef	Kitchen (Other Food Service Activities)	3	X	√	X
98	Commis	Kitchen (Other Food Service Activities)	2	X	√	X
99	Food Service Manager	Services (Other Food Service Activities)	3	X	√	X
100	Food Service Assistant	Services (Other Food Service Activities)	2	X	√	X
101	Steward	Cleaning (Other Food Service Activities)	2	X	√	X
102	Safety and Hygiene Manager	Quality Control (Other Food Service Activities)	4	X	X	√

No.	Critical Job Title	Area	Level	LS	SS	S
103	Executive Halal	Quality Control (Other Food Service Activities)	3	X	√	X
104	Food Technologist	Technology (Other Food Service Activities)	4	X		√
105	Bar Captain/ Supervisor	Bar/Beverage (Pubs, Bars)	3	X	√	X
106	Bartender	Bar/Beverage (Pubs, Bars)	2	X	√	X
107	Bar Captain/ Supervisor	Bar/Beverage (Coffee House)	3	X	√	X
108	Bartender	Bar/Beverage (Coffee House)	2	X	√	X
109	Bar Captain/ Supervisor	Lounges	3	X	√	X
110	Bartender/Speciality Barista	Lounges	2	X	√	X
111	Bar Captain/ Supervisor	Discotheque	3	X	√	X
112	Bartender	Discotheque	2	X	√	X
113	Hostess/Captain/ Butler/Cashier	Service (Dining/Pantry)	3	X	√	X
114	Steward	Cleaning	3	X	√	X

**LS- Low Skilled Worker**

**SS- Semi Skilled worker**

**S-Skilled Worker**

List of Critical Job Titles vs OS vs e-Masco vs COL

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
1	Executive Chef / Executive Sous Chef	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	5	√	X	X
2	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	3	√	X	X
3	Commis /Team Leader	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	2	√	√	X
4	Kitchen Helper /Team Helper	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	1	√	√	X
5	Executive Chef / Executive Sous Chef	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	5	√	X	X
6	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	3	√	X	X
7	Commis /Team Leader	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	2	√	√	X
8	Kitchen Helper /Team Helper	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	1	√	√	X
9	Executive Chef / Executive Sous Chef	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	5	√	X	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
10	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	3	√	X	X
11	Commis /Team Leader	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	2	√	√	X
12	Kitchen Helper /Team Helper	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	1	√	√	X
13	Executive Chef / Executive Sous Chef	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	5	√	X	X
14	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	3	√	X	X
15	Commis /Team Leader	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	2	√	√	X
16	Kitchen Helper /Team Helper	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	1	√	√	X
17	Executive Chef / Executive Sous Chef	Kitchen (Bakery) (Restaurants and restaurant cum night clubs)	5	√	X	X
18	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Bakery) (Restaurants and restaurant cum night clubs)	3	√	X	X
19	Commis /Team Leader	Kitchen (Bakery)	2	√	√	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
		(Restaurants and restaurant cum night clubs)				
20	Kitchen Helper /Team Helper	Kitchen (Bakery) (Restaurants and restaurant cum night clubs)	1	√	√	X
21	Executive Chef / Executive Sous Chef	Kitchen (Main Kitchen) (Cafeterias/canteens)	5	√	X	X
22	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Main Kitchen) (Cafeterias/canteens)	3	√	X	X
23	Commis /Team Leader	Kitchen (Main Kitchen) (Cafeterias/canteens)	2	√	√	X
24	Kitchen Helper /Team Helper	Kitchen (Main Kitchen) (Cafeterias/canteens)	1	√	√	X
25	Executive Chef / Executive Sous Chef	Kitchen (Cold Kitchen) (Cafeterias/canteens)	5	√	X	X
26	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Cold Kitchen) (Cafeterias/canteens)	3	√	X	X
27	Commis /Team Leader	Kitchen (Cold Kitchen) (Cafeterias/canteens)	2	√	√	X
28	Kitchen Helper /Team Helper	Kitchen (Cold Kitchen) (Cafeterias/canteens)	1	√	√	X
29	Executive Chef / Executive Sous Chef	Kitchen (Butcher) (Cafeterias/canteens)	5	√	X	X
30	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Butcher) (Cafeterias/canteens)	3	√	X	X
31	Commis /Team Leader	Kitchen (Butcher)	2	√	√	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
		(Cafeterias/canteens)				
32	Kitchen Helper /Team Helper	Kitchen (Butcher) (Cafeterias/canteens)	1	√	√	X
33	Executive Chef / Executive Sous Chef	Kitchen (Pastry) (Cafeterias/canteens)	5	√	X	X
34	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Pastry) (Cafeterias/canteens)	3	√	X	X
35	Commis /Team Leader	Kitchen (Pastry) (Cafeterias/canteens)	2	√	√	X
36	Kitchen Helper /Team Helper	Kitchen (Pastry) (Cafeterias/canteens)	1	√	√	X
37	Executive Chef / Executive Sous Chef	Kitchen (Bakery) (Cafeterias/canteens)	5	√	X	X
38	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Bakery) (Cafeterias/canteens)	3	√	X	X
39	Commis /Team Leader	Kitchen (Bakery) (Cafeterias/canteens)	2	√	√	X
40	Kitchen Helper /Team Helper	Kitchen (Bakery) (Cafeterias/canteens)	1	√	√	X
41	Supervisor	Services (Dining) (Restaurants and restaurant cum night clubs)	3	√	√	X
42	Captain/Hostess/Butler/ Cashier	Services (Dining) (Restaurants and restaurant cum night clubs)	2	√	√	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
43	Food & Beverage Assistant	Services (Dining) (Restaurants and restaurant cum night clubs)	1	√	X	X
44	Supervisor	Services (Back Area) (Restaurants and restaurant cum night clubs)	3	√	√	X
45	Captain/Hostess/Butler/ Cashier	Services (Back Area) (Restaurants and restaurant cum night clubs)	2	√	√	X
46	Food & Beverage Assistant	Services (Back Area) (Restaurants and restaurant cum night clubs)	1	√	X	X
47	Supervisor	Services (Counter Area) (Restaurants and restaurant cum night clubs)	3	√	√	X
48	Captain/Hostess/Butler/ Cashier	Services (Counter Area) (Restaurants and restaurant cum night clubs)	2	√	√	X
49	Food & Beverage Assistant	Services (Counter Area) (Restaurants and restaurant cum night clubs)	1	√	X	X
50	Supervisor	Services (Buffet) (Restaurants and restaurant cum night clubs)	3	√	√	X
51	Captain/Hostess/Butler/ Cashier	Services (Buffet) (Restaurants and restaurant cum night clubs)	2	√	√	X
52	Food & Beverage Assistant	Services (Buffet)	1	√	X	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
		(Restaurants and restaurant cum night clubs)				
53	Supervisor	Services (Bar) (Restaurants and restaurant cum night clubs)	3	√	√	X
54	Bartender /Barista	Services (Bar) (Restaurants and restaurant cum night clubs)	2	√	√	X
55	Food & Beverage Assistant	Services (Bar) (Restaurants and restaurant cum night clubs)	1	√	X	X
56	Supervisor	Services (Beverages) (Restaurants and restaurant cum night clubs)	3	√	√	X
57	Bartender /Barista	Services (Beverages) (Restaurants and restaurant cum night clubs)	2	√	√	X
58	Food & Beverage Assistant	Services (Beverages) (Restaurants and restaurant cum night clubs)	1	√	X	X
59	Supervisor/ Captain	Cleaning (Steward) (Restaurants and restaurant cum night clubs)	3	√	√	X
60	Steward	Cleaning (Steward) (Restaurants and restaurant cum night clubs)	2	√	√	X
61	Executive Halal	Services (Halal Certification) (Restaurants and restaurant cum night clubs)	4	√	X	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
62	Supervisor	Services (Dining) (Cafeterias/canteens)	3	√	√	X
63	Captain/Hostess/Butler/ Cashier	Services (Dining) (Cafeterias/canteens)	2	√	√	X
64	Food & Beverage Assistant	Services (Dining) (Cafeterias/canteens)	1	√	X	X
65	Supervisor	Services (Back Area) (Cafeterias/canteens)	3	√	√	X
66	Captain/Hostess/Butler/ Cashier	Services (Back Area) (Cafeterias/canteens)	2	√	√	X
67	Food & Beverage Assistant	Services (Back Area) (Cafeterias/canteens)	1	√	X	X
68	Supervisor	Services (Counter Area) (Cafeterias/canteens)	3	√	√	X
69	Captain/Hostess/Butler/ Cashier	Services (Counter Area) (Cafeterias/canteens)	2	√	√	X
70	Food & Beverage Assistant	Services (Counter Area) (Cafeterias/canteens)	1	√	X	X
71	Supervisor	Services (Buffet) (Cafeterias/canteens)	3	√	√	X
72	Captain/Hostess/Butler/ Cashier	Services (Buffet) (Cafeterias/canteens)	2	√	√	X
73	Food & Beverage Assistant	Services (Buffet) (Cafeterias/canteens)	1	√	X	X
74	Supervisor	Services (Bar)	3	√	√	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
		(Cafeterias/canteens)				
75	Bartender /Barista	Services (Bar) (Cafeterias/canteens)	2	√	√	X
76	Food & Beverage Assistant	Services (Bar) (Cafeterias/canteens)	1	√	X	X
77	Supervisor	Services (Beverages) (Cafeterias/canteens)	3	√	√	X
78	Bartender /Barista	Services (Beverages) (Cafeterias/canteens)	2	√	√	X
79	Food & Beverage Assistant	Services (Beverages) (Cafeterias/canteens)	1	√	X	X
80	Supervisor/ Captain	Cleaning (Steward) (Cafeterias/canteens)	3	√	√	X
81	Steward	Cleaning (Steward) (Cafeterias/canteens)	2	√	√	X
82	Executive Halal	Services (Halal Certification) (Cafeterias/canteens)	4	√	X	X
83	Team Leader / Supervisor/ Team Leader / Hostess /Captain	Back of The House (Fast-Food Restaurant)	3	√	√	X
84	Team Member / Cook / Kitchen Helper	Back of The House (Fast-Food Restaurant)	2	√	√	X
85	Team Leader / Supervisor/ Team Leader / Hostess /Captain	Front of The House (Fast-Food Restaurant)	3	√	√	X
86	Rider / Cashier / Floor Crew	Front of The House (Fast-Food Restaurant)	2	√	X	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
87	Team Leader / Supervisor/ Team Leader / Hostess /Captain	Barista (Fast-Food Restaurant)	3	√	X	X
88	Barista	Barista (Fast-Food Restaurant)	2	√	√	X
89	Team Leader / Supervisor/ Team Leader / Hostess /Captain	Management (Fast-Food Restaurant)	3	√	√	X
90	Chef De Partie / Demi Chef	Kitchen	3	√	√	√
91	Commis	Kitchen	2	√	√	X
92	Event Crew	Services	3	√	√	X
93	Waiter / Waitress	Services	2	√	√	X
94	Catering Butler	Services (VIP)	3	√	√	X
95	Steward	Cleaning	3	√	√	X
96	Driver	Logistic	3	√	√	X
97	Chef De Partie / Demi Chef	Kitchen (Other Food Service Activities)	3	√	√	√
98	Commis	Kitchen (Other Food Service Activities)	2	√	√	X
99	Food Service Manager	Services (Other Food Service Activities)	3	√	X	X
100	Food Service Assistant	Services (Other Food Service Activities)	2	√	X	X

No.	Critical Job Title	Area	Level	OS	e-Masco	COL
101	Steward	Cleaning (Other Food Service Activities)	2	√	√	X
102	Safety and Hygiene Manager	Quality Control (Other Food Service Activities)	4	√	X	X
103	Executive Halal	Quality Control (Other Food Service Activities)	3	√	X	X
104	Food Technologist	Technology (Other Food Service Activities)	4	√	X	√
105	Bar Captain/ Supervisor	Bar/Beverage (Pubs, Bars)	3	√	√	X
106	Bartender	Bar/Beverage (Pubs, Bars)	2	√	√	X
107	Bar Captain/ Supervisor	Bar/Beverage (Coffee House)	3	√	√	X
108	Bartender	Bar/Beverage (Coffee House)	2	√	√	X
109	Bar Captain/ Supervisor	Lounges	3	√	√	X
110	Bartender/Speciality Barista	Lounges	2	√	√	X
111	Bar Captain/ Supervisor	Discotheque	3	√	√	X
112	Bartender	Discotheque	2	√	√	X
113	Hostess/Captain/ Butler/Cashier	Service (Dining/Pantry)	3	√	√	X
114	Steward	Cleaning	3	√	√	X

## **ANNEX 4: JOB TITLES RELEVANT TO IR 4.0**

Job Titles Relevant to IR4.0

No.	Job Title Relevant to IR 4.0	Area	Level	LS	SS	S
1	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Main Kitchen) (Restaurants and restaurant cum night clubs)	3	X	√	X
3	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Cold Kitchen) (Restaurants and restaurant cum night clubs)	3	X	√	X
4	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Butcher) (Restaurants and restaurant cum night clubs)	3	X	√	X
5	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Pastry) (Restaurants and restaurant cum night clubs)	3	X	√	X
6	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen (Bakery) (Restaurants and restaurant cum night clubs)	3	X	√	X
7	Supervisor	Restaurants and restaurant cum night clubs- Services (Dining)	3	X	√	X
8	Supervisor	Restaurants and restaurant cum night clubs- Services (Back Area)	3	X	√	X
9	Supervisor	Restaurants and restaurant cum night clubs- Services (Counter Area)	3	X	√	X
10	Supervisor	Restaurants and restaurant cum night clubs- Services (Buffet)	3	X	√	X
11	Supervisor	Restaurants and restaurant cum night clubs- Services (Bar)	3	X	√	X
12	Supervisor	Restaurants and restaurant cum night clubs- Services (Beverages)	3	X	√	X

No.	Job Title Relevant to IR 4.0	Area	Level	LS	SS	S
13	Supervisor / Captain	Restaurants and restaurant cum night clubs - Cleaning (Steward)	3	X	√	X
14	Captain/Hostess/Butler/ Cashier	Restaurants and restaurant cum night clubs- Services (Dining)	2	X	√	X
15	Captain/Hostess/Butler/ Cashier	Restaurants and restaurant cum night clubs- Services (Back Area)	2	X	√	X
16	Captain/Hostess/Butler/ Cashier	Restaurants and restaurant cum night clubs- Services (Counter Area)	2	X	√	X
17	Captain/Hostess/Butler/ Cashier	Restaurants and restaurant cum night clubs- Services (Buffet)	2	X	√	X
18	Chef De Partie /Demi Chef/Kitchen Coordinator	Cafeterias / canteens - Kitchen (Main Kitchen)	3	X	√	X
19	Chef De Partie /Demi Chef/Kitchen Coordinator	Cafeterias / canteens -- Kitchen (Cold Kitchen)	3	X	√	X
20	Chef De Partie /Demi Chef/Kitchen Coordinator	Cafeterias / canteens - Kitchen (Butcher)	3	X	√	X
21	Chef De Partie /Demi Chef/Kitchen Coordinator	Cafeterias / canteens - Kitchen (Pastry)	3	X	√	X
22	Chef De Partie /Demi Chef/Kitchen Coordinator	Cafeterias / canteens - Kitchen (Bakery)	3	X	√	X
23	Supervisor	Cafeterias / canteens - Services (Dining)	3	X	√	X
24	Supervisor	Cafeterias / canteens - Services (Back Area)	3	X	√	X
25	Supervisor	Cafeterias / canteens - Services (Counter Area)	3	X	√	X
26	Supervisor	Cafeterias / canteens - Services (Buffet)	3	X	√	X
27	Supervisor	Cafeterias / canteens - Services (Bar)	3	X	√	X
28	Supervisor	Cafeterias / canteens - Services (Beverages)	3	X	√	X
29	Supervisor / Captain	Cafeterias / canteens - Cleaning (Steward)	3	X	√	X

No.	Job Title Relevant to IR 4.0	Area	Level	LS	SS	S
30	Captain/Hostess/Butler/ Cashier	Cafeterias / canteens - Services (Dining)	2	X	√	X
31	Captain/Hostess/Butler/ Cashier	Cafeterias / canteens - Services (Back Area)	2	X	√	X
32	Captain/Hostess/Butler/ Cashier	Cafeterias / canteens - Services (Counter Area)	2	X	√	X
33	Captain/Hostess/Butler/ Cashier	Cafeterias / canteens - Services (Buffet)	2	X	√	X
34	Chef De Partie /Demi Chef/Kitchen Coordinator	Kitchen	3	X	√	X
35	Event Crew	Services	3	X	√	X
36	Catering Butler	Services (VIP)	3	X	√	X
37	Driver	Logistic	3	X	√	X
38	Head Chef	Other Food Service Activities (Kitchen)	4	X	√	X
39	Duty Manager/ Food Bank Manager	Production	4	X	√	X
40	In-Flight Manager	In-Flight Services	4	X	√	X
41	Nutritionist/ Dietician/ Food Technologist	Technology	4	X	√	X

**LS- Low Skilled Worker**

**SS- Semi Skilled worker**

**S-Skilled Worker**

## **ANNEX 5: OCCUPATIONAL DESCRIPTIONS (OD)**

**SECTION : (I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES**

**DIVISION : (56) FOOD AND BEVERAGE SERVICES**

**GROUP : (561) RESTAURANTS AND MOBILE FOOD SERVICE ACTIVITIES**

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Kitchen (Main Kitchen)**

**JOB TITLE : Executive Chef / Executive Sous Chef**

**LEVEL : 5**

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, ensure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations.

#### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

#### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Kitchen (Main Kitchen)**

**JOB TITLE : Chef De Partie /Demi Chef/Kitchen Coordinator**

**LEVEL : 3**

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Kitchen (Main Kitchen)**

**JOB TITLE : Commis /Team Leader**

**LEVEL : 2**

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

#### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

#### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

#### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and Hygiene in kitchen operation

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Kitchen (Main Kitchen)**

**JOB TITLE : Kitchen Helper /Team Helper**

**LEVEL : 1**

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production, to serve prepared food to various outlet according to event order / as required and to practice highest standard of cleanliness and hygiene.

#### **Knowledge:**

- Follow Recipe Standardization

#### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

#### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)**

**JOB TITLE : Executive Chef / Executive Sous Chef**

**LEVEL : 5**

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, ensure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations

#### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

#### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)**  
**JOB TITLE : Chef De Partie /Demi Chef/Kitchen Coordinator**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)**

**JOB TITLE : Commis /Team Leader**

**LEVEL : 2**

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and Hygiene in kitchen operation

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Kitchen (Cold Kitchen)**

**JOB TITLE : Kitchen Helper /Team Helper**

**LEVEL : 1**

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production, serve prepared food to various outlet according to event order / as required and practice highest standard of cleanliness and hygiene.

### **Knowledge:**

- Follow Recipe Standardization

### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Kitchen (Butcher)  
**JOB TITLE** : Executive Chef / Executive Sous Chef  
**LEVEL** : 5

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, ensure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations

#### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

#### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Kitchen (Butcher)**  
**JOB TITLE : Chef De Partie /Demi Chef/Kitchen Coordinator**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Kitchen (Butcher)  
**JOB TITLE** : Commis /Team Leader  
**LEVEL** : 2

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and Hygiene in kitchen operation

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Kitchen (Butcher)**  
**JOB TITLE : Kitchen Helper /Team Helper**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production, to serve prepared food to various outlet according to event order / as required and to practice highest standard of cleanliness and hygiene.

#### **Knowledge:**

- Follow Recipe Standardization

#### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

#### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Kitchen (Pastry)  
**JOB TITLE** : Executive Chef / Executive Sous Chef  
**LEVEL** : 5

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, ensure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations.

#### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

#### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Kitchen (Pastry)  
**JOB TITLE** : Chef De Partie /Demi Chef/Kitchen Coordinator  
**LEVEL** : 3

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Kitchen (Pastry)  
**JOB TITLE** : Commis /Team Leader  
**LEVEL** : 2

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

#### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

#### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

#### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and Hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Kitchen (Pastry)  
**JOB TITLE** : Kitchen Helper /Team Helper  
**LEVEL** : 1

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production, to serve prepared food to various outlet according to event order / as required and to practice highest standard of cleanliness and hygiene.

### **Knowledge:**

- Follow Recipe Standardization

### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Kitchen (Bakery)**  
**JOB TITLE : Executive Chef / Executive Sous Chef**  
**LEVEL : 5**

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, assure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations

#### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

#### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Kitchen (Bakery)**  
**JOB TITLE : Chef De Partie /Demi Chef/Kitchen Coordinator**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, assure highest standard of food production, assure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Kitchen (Bakery)**  
**JOB TITLE : Commis /Team Leader**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, prepare various ingredients according to the recipe standard on shift, daily and weekly basis, maintain cleanliness and hygiene of the kitchen, prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

#### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry
- Ability to understand Food and Ingredients

#### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

#### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and hygiene in kitchen operation
- Physically and mentally fit in performing job assigned

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Kitchen (Bakery)**  
**JOB TITLE : Kitchen Helper /Team Helper**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, process and mix of ingredients as according to standard menu and daily production, serve prepared food to various outlet according to event order / as required and to practice highest standard of cleanliness and hygiene.

### **Knowledge:**

- Follow Recipe Standardization

### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to Superior Instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation
- Physically and mentally fit in performing job assigned

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Services (Dining)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Having good interpersonal and communications skill
- Assure the table setting are clean and neatly arranged
- Assure efficient and fast delivery of service as per SOP
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Dining)  
**JOB TITLE** : Captain/Hostess/Butler/ Cashier  
**LEVEL** : 2

### **RESPONSIBILITIES**

Captain/Hostess/Butler/ Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, maintain a high standard of personal appearance and hygiene at all times, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Operations
- Menu Knowledge
- Service Sequence

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Carry out any other reasonable duties and responsibilities assigned
- Assist in training of the employees
- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Services (Dining)**  
**JOB TITLE : Food & Beverage Assistant**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Services (Back Area)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged
- Assure efficient and fast delivery of service as per SOP
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Back Area)  
**JOB TITLE** : Captain/Hostess/Butler/ Cashier  
**LEVEL** : 2

### **RESPONSIBILITIES**

Captain/Hostess/Butler/ Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, maintain a high standard of personal appearance and hygiene at all times, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Operations
- Menu Knowledge
- Service Sequence

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Carry out any other reasonable duties and responsibilities assigned
- Assist in training of the employees
- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Back Area)  
**JOB TITLE** : Food & Beverage Assistant  
**LEVEL** : 1

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, understand completely of and adhere to the hotel's policy relating to fire, hygiene, health and safety and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Services (Counter Area)**

**JOB TITLE : Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

#### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

#### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged
- Assure efficient and fast delivery of service as per SOP
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism
- Supervision

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Services (Counter Area)**

**JOB TITLE : Captain/Hostess/Butler/ Cashier**

**LEVEL : 2**

### **RESPONSIBILITIES**

Captain/Hostess/Butler/ Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, maintain a high standard of personal appearance and hygiene at all times, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Operations
- Menu Knowledge
- Service Sequence

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Carry out any other reasonable duties and responsibilities assigned
- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**

**AREA : Restaurants and restaurant cum night clubs - Services (Counter Area)**

**JOB TITLE : Food & Beverage Assistant**

**LEVEL : 1**

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Buffet)  
**JOB TITLE** : Supervisor  
**LEVEL** : 3

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Buffet)  
**JOB TITLE** : Captain/Hostess/Butler/ Cashier  
**LEVEL** : 2

### **RESPONSIBILITIES**

Captain/Hostess/Butler/Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Operations
- Menu Knowledge
- Service Sequence

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Provide a courteous and professional service at all times
- Carry out any other reasonable duties and responsibilities assigned

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Buffet)  
**JOB TITLE** : Food & Beverage Assistant  
**LEVEL** : 1

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Services (Bar)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly
- Assure efficient and fast delivery of service as per SOP,
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Bar)  
**JOB TITLE** : Bartender/Barista  
**LEVEL** : 2

### **RESPONSIBILITIES**

Bartender/Barista is responsible to makes and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies, package coffee blends, make coffee and tea, explain menu items to customers, clean and attempt to ensure that customers are comfortable and satisfied, preparing and selling variety of coffee drinks, along with pastries and cookies and take customer order, process payment and return change

### **Knowledge:**

- Understand basic food safety and hygiene standard
- Know how to carry out equipment start up and cleaning
- Understand how to prepare product menu such as coffee, tea, latte, cappuccino, ice blended
- Understand cash management process
- Know how to step of customer service
- Understand procedure in handling cash register
- Understand how to do department opening and closing duty
- Skill of mixing (mixologist)
- Skill to operate beverage machine
- Design various beverages ingredient

### **Skills:**

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Clean or sanitize work areas, utensils, or equipment.
- Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them.
- Order, receive, or stock supplies or retail products.
- Provide customers with product details, such as coffee blend or preparation descriptions.

- Serve prepared foods, such as muffins, biscotti.

**Attributes (Attitude/Safety/Environmental)**

- Good interpersonal skills and team player
- Able to work under pressure
- High level of commitment
- Willing to work under strict standard operating procedure and safety compliance

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Bar)  
**JOB TITLE** : Food & Beverage Assistant  
**LEVEL** : 1

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Services (Beverages)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

#### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

#### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged
- Assure efficient and fast delivery of service
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Services (Beverages)  
**JOB TITLE** : Bartender/Barista  
**LEVEL** : 2

## **RESPONSIBILITIES**

Bartender/Barista is responsible to makes and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies, package coffee blends, make coffee and tea, explain menu items to customers, clean and attempt to ensure that customers are comfortable and satisfied, preparing and selling variety of coffee drinks, along with pastries and cookies and take customer order, process payment and return change.

### **Knowledge:**

- Understand basic food safety and hygiene standard
- Know how to carry out equipment start up and cleaning
- Understand how to prepare product menu such as coffee, tea, latte, cappuccino, ice blended
- Understand cash management process
- Know how to step of customer service
- Understand procedure in handling cash register
- Understand how to do department opening and closing duty
- Skill of mixing (mixologist)
- Skill to operate beverage machine
- Design various beverages ingredient

### **Skills:**

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Clean or sanitize work areas, utensils, or equipment.
- Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them.
- Order, receive, or stock supplies or retail products.
- Provide customers with product details, such as coffee blend or preparation descriptions.

- Serve prepared foods, such as muffins, biscotti.

**Attributes (Attitude/Safety/Environmental)**

- Good interpersonal skills and team player
- Able to work under pressure
- High level of commitment
- Willing to work under strict standard operating procedure and safety compliance

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Services (Beverages)**  
**JOB TITLE : Food & Beverage Assistant**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Provide a courteous and professional service at all times

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Cleaning (Steward)**  
**JOB TITLE : Supervisor/Captain**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor/Captain is responsible to monitor staffing levels to ensure adequate amount of staff for each stewarding section, assure all outlet to be cleaned according to cleaning schedules and followed procedures, assure the stewarding machine /equipment in working order condition, assist to raise maintenance work order when necessary / if required and train the new staff on proper cleaning and safety procedures.

#### **Knowledge:**

- Chemical dilution
- Understanding stewarding task
- Machine operating
- Inventory
- Job schedule

#### **Skills:**

- Monitor staffing levels to ensure adequate amount of staff for each stewarding section
- Assure all outlet to be cleaned according to cleaning schedules and followed procedures
- Assure the stewarding machine /equipment in working order condition
- Assist to raise maintenance work order

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Restaurants and restaurant cum night clubs - Cleaning (Steward)  
**JOB TITLE** : Kitchen Helper /Team Helper  
**LEVEL** : 2

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP, proper handling chemical and usages and wear proper PPE, assure the cleanliness of the whole kitchen and back area of the restaurant, maintain cleanliness of kitchen and storage area according to cleaning schedule, keep all kitchen premise to be cleaned and free from pests and insects, manage waste receptacles throughout the building and aware of kitchen accidents and preventions.

#### **Knowledge:**

- Knowledge on chemical dilution
- Understanding stewarding task
- Knowledge on machine operating

#### **Skills:**

- Skill to operate machine
- Skill of handling chemical, equipment and waste
- Skill of the whole kitchen and back area of the restaurant

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Restaurants and restaurant cum night clubs - Services (Halal Certification)**  
**JOB TITLE : Executive Halal**  
**LEVEL : 4**

### **RESPONSIBILITIES**

Executive Halal is responsible to adhere Halal JAKIM certifications (2011), liaise with JAKIM Team in Halal application and its audit process, develop Standard of Practice for selection of Halal Supplier, identify and recognize Halal ingredients and able to recommend alternative ingredients to comply with Halal requirement, conduct Halal Process training for the organization and understand the food production process.

#### **Knowledge:**

- Halal Requirements
- Halal Ingredients
- Halal Process
- Food Production Process
- Understand deeply in Syariah Compliance, Moral & Ethics.

#### **Skills:**

- Develop Standard of Practice for selection of Halal Supplier
- Identify and recognize Halal ingredients and able to recommend alternative ingredients to comply with Halal requirement
- Conduct Halal Process training for the organization and understand the food production process

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens - Kitchen (Main Kitchen)**  
**JOB TITLE : Executive Chef / Executive Sous Chef**  
**LEVEL : 5**

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, ensure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations.

#### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

#### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Kitchen (Main Kitchen)**  
**JOB TITLE : Chef De Partie /Demi Chef/Kitchen Coordinator**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Main Kitchen)  
**JOB TITLE** : Commis /Team Leader  
**LEVEL** : 2

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and Hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Main Kitchen)  
**JOB TITLE** : Kitchen Helper /Team Helper  
**LEVEL** : 1

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production, to serve prepared food to various outlet according to event order / as required and to practice highest standard of cleanliness and hygiene.

#### **Knowledge:**

- Follow Recipe Standardization

#### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

#### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Kitchen (Cold Kitchen)**  
**JOB TITLE : Executive Chef / Executive Sous Chef**  
**LEVEL : 5**

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, ensure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations

### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Kitchen (Cold Kitchen)**  
**JOB TITLE : Chef De Partie /Demi Chef/Kitchen Coordinator**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Kitchen (Cold Kitchen)**  
**JOB TITLE : Commis /Team Leader**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and Hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Cold Kitchen)  
**JOB TITLE** : Kitchen Helper /Team Helper  
**LEVEL** : 1

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production, serve prepared food to various outlet according to event order / as required and practice highest standard of cleanliness and hygiene.

### **Knowledge:**

- Follow Recipe Standardization

### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Butcher)  
**JOB TITLE** : Executive Chef / Executive Sous Chef  
**LEVEL** : 5

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, ensure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations

#### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

#### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Butcher)  
**JOB TITLE** : Chef De Partie /Demi Chef/Kitchen Coordinator  
**LEVEL** : 3

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Butcher)  
**JOB TITLE** : Commis /Team Leader  
**LEVEL** : 2

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and Hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Butcher)  
**JOB TITLE** : Kitchen Helper /Team Helper  
**LEVEL** : 1

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production, to serve prepared food to various outlet according to event order / as required and to practice highest standard of cleanliness and hygiene.

### **Knowledge:**

- Follow Recipe Standardization

### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Pastry)  
**JOB TITLE** : Executive Chef / Executive Sous Chef  
**LEVEL** : 5

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, ensure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations

### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Kitchen (Pastry)**  
**JOB TITLE : Chef De Partie /Demi Chef/Kitchen Coordinator**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Pastry)  
**JOB TITLE** : Commis /Team Leader  
**LEVEL** : 2

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

#### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

#### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

#### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and Hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Pastry)  
**JOB TITLE** : Kitchen Helper /Team Helper  
**LEVEL** : 1

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, processing and mixing of ingredients as according to standard menu and daily production, to serve prepared food to various outlet according to event order / as required and to practice highest standard of cleanliness and hygiene.

### **Knowledge:**

- Follow Recipe Standardization

### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Bakery)  
**JOB TITLE** : Executive Chef / Executive Sous Chef  
**LEVEL** : 5

### **RESPONSIBILITIES**

Executive Chef / Executive Sous Chef is responsible to manage all kitchen outlet within hotel or establishment, prepare annual budget and monitor financial performance including food cost control, implement menu development and management, assure food standards and quality, maintain highest standard of cleanliness and hygiene, develop training for various kitchen staff and liaise with all other department within organization / hotel as to ensure smooth operations

#### **Knowledge:**

- Food and Culinary
- Food Production
- Food Accounting and Cost Control
- Menu Development and Management
- Training and Education
- Customer Relationships
- Highest Culinary and Gastronomy Skills

#### **Skills:**

- Manage overall kitchen operation
- Prepare annual budget and monitor financial performance
- Assure food standards and quality
- Develop training for various kitchen staff

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Kitchen (Bakery)**  
**JOB TITLE : Chef De Partie /Demi Chef/Kitchen Coordinator**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Chef De Partie /Demi Chef/Kitchen Coordinator is responsible to lead in menu implementation and food production as well as executions, assure highest standard of food production, assure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Assure highest standard of food production
- Assure the daily stock and ingredients availability
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Safety and hygiene in kitchen operation
- Proactive when supervising subordinate works

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Bakery)  
**JOB TITLE** : Commis /Team Leader  
**LEVEL** : 2

### **RESPONSIBILITIES**

Commis /Team Leader is responsible to produce food and dishes according to menu, event order and as directed by superior, prepare various ingredients according to the recipe standard on shift, daily and weekly basis, maintain cleanliness and hygiene of the kitchen, prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

#### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry
- Ability to understand Food and Ingredients

#### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes
- Assist in inventory management

#### **Attributes (Attitude/Safety/Environmental)**

- Adhere to superior instruction
- Teamwork in kitchen
- Safety and hygiene in kitchen operation
- Physically and mentally fit in performing job assigned

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Kitchen (Bakery)  
**JOB TITLE** : Kitchen Helper /Team Helper  
**LEVEL** : 1

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to assists pre-preparation in operation including cleaning, cutting, process and mix of ingredients as according to standard menu and daily production, serve prepared food to various outlet according to event order / as required and to practice highest standard of cleanliness and hygiene.

### **Knowledge:**

- Follow Recipe Standardization

### **Skills:**

- Handle food production and ability to identify ingredients and its quality
- Assists pre-preparation in operation
- Serve prepared food

### **Attributes (Attitude/Safety/Environmental)**

- Adhere to Superior Instruction and rules & regulations
- Teamwork in kitchen
- Safety and hygiene in kitchen operation
- Physically and mentally fit in performing job assigned

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Services (Dining)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Having good interpersonal and communications skill
- Assure the table setting are clean and neatly arranged
- Assure efficient and fast delivery of service as per SOP
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Services (Dining)  
**JOB TITLE** : Captain/Hostess/Butler/ Cashier  
**LEVEL** : 2

### **RESPONSIBILITIES**

Captain/Hostess/Butler/ Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, maintain a high standard of personal appearance and hygiene at all times, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Operations
- Menu Knowledge
- Service Sequence

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Carry out any other reasonable duties and responsibilities assigned
- Assist in training of the employees
- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens - Services (Dining)  
**JOB TITLE** : Food & Beverage Assistant  
**LEVEL** : 1

## **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens - Services (Back Area)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged
- Assure efficient and fast delivery of service as per SOP
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens - Services (Back Area)  
**JOB TITLE** : Captain/Hostess/Butler/ Cashier  
**LEVEL** : 2

### **RESPONSIBILITIES**

Captain/Hostess/Butler/ Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, maintain a high standard of personal appearance and hygiene at all times, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Operations
- Menu Knowledge
- Service Sequence

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Carry out any other reasonable duties and responsibilities assigned
- Assist in training of the employees
- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens - Services (Back Area)**  
**JOB TITLE : Food & Beverage Assistant**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens - Services (Counter Area)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged
- Assure efficient and fast delivery of service as per SOP
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism
- Supervision

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens - Services (Counter Area)  
**JOB TITLE** : Captain/Hostess/Butler/ Cashier  
**LEVEL** : 2

### **RESPONSIBILITIES**

Captain/Hostess/Butler/ Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, maintain a high standard of personal appearance and hygiene at all times, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Operations
- Menu Knowledge
- Service Sequence

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Carry out any other reasonable duties and responsibilities assigned
- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Services (Counter Area)**  
**JOB TITLE : Food & Beverage Assistant**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Services (Buffet)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens - Services (Buffet)  
**JOB TITLE** : Captain/Hostess/Butler/ Cashier  
**LEVEL** : 2

### **RESPONSIBILITIES**

Captain/Hostess/Butler/Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, maintain a high standard of personal appearance and hygiene at all times, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Operations
- Menu Knowledge
- Service Sequence

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Provide a courteous and professional service at all times
- Carry out any other reasonable duties and responsibilities assigned

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Services (Buffet)  
**JOB TITLE** : Food & Beverage Assistant  
**LEVEL** : 1

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens - Services (Bar)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly
- Assure efficient and fast delivery of service as per SOP,
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens - Services (Bar)  
**JOB TITLE** : Bartender/Barista  
**LEVEL** : 2

## **RESPONSIBILITIES**

Bartender/Barista is responsible to makes and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies, package coffee blends, make coffee and tea, explain menu items to customers, clean and attempt to ensure that customers are comfortable and satisfied, preparing and selling variety of coffee drinks, along with pastries and cookies and take customer order, process payment and return change

### **Knowledge:**

- Understand basic food safety and hygiene standard
- Know how to carry out equipment start up and cleaning
- Understand how to prepare product menu such as coffee, tea, latte, cappuccino, ice blended
- Understand cash management process
- Know how to step of customer service
- Understand procedure in handling cash register
- Understand how to do department opening and closing duty
- Skill of mixing (mixologist)
- Skill to operate beverage machine
- Design various beverages ingredient

### **Skills:**

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Clean or sanitize work areas, utensils, or equipment.
- Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them.
- Order, receive, or stock supplies or retail products.
- Provide customers with product details, such as coffee blend or preparation descriptions.

- Serve prepared foods, such as muffins, biscotti.

**Attributes (Attitude/Safety/Environmental)**

- Good interpersonal skills and team player
- Able to work under pressure
- High level of commitment
- Willing to work under strict standard operating procedure and safety compliance

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Services (Bar)  
**JOB TITLE** : Food & Beverage Assistant  
**LEVEL** : 1

### **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

#### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

#### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Services (Beverages)**  
**JOB TITLE : Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Supervisor is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, assure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, assure efficient and fast delivery of service as per SOP, assure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem
- Menu Development and Management
- Training and Education
- Customer Relationships

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Assure the table setting are clean and neatly arranged
- Assure efficient and fast delivery of service
- Delegate job performance as per schedule
- Assign daily duties

**Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens- Services (Beverages)  
**JOB TITLE** : Bartender/Barista  
**LEVEL** : 2

## **RESPONSIBILITIES**

Bartender/Barista is responsible to makes and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies, package coffee blends, make coffee and tea, explain menu items to customers, clean and attempt to ensure that customers are comfortable and satisfied, preparing and selling variety of coffee drinks, along with pastries and cookies and take customer order, process payment and return change.

### **Knowledge:**

- Understand basic food safety and hygiene standard
- Know how to carry out equipment start up and cleaning
- Understand how to prepare product menu such as coffee, tea, latte, cappuccino, ice blended
- Understand cash management process
- Know how to step of customer service
- Understand procedure in handling cash register
- Understand how to do department opening and closing duty
- Skill of mixing (mixologist)
- Skill to operate beverage machine
- Design various beverages ingredient

### **Skills:**

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Clean or sanitize work areas, utensils, or equipment.
- Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them.
- Order, receive, or stock supplies or retail products.
- Provide customers with product details, such as coffee blend or preparation descriptions.

- Serve prepared foods, such as muffins, biscotti.

**Attributes (Attitude/Safety/Environmental)**

- Good interpersonal skills and team player
- Able to work under pressure
- High level of commitment
- Willing to work under strict standard operating procedure and safety compliance

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens - Services (Beverages)  
**JOB TITLE** : Food & Beverage Assistant  
**LEVEL** : 1

## **RESPONSIBILITIES**

Food & Beverage Assistant is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments and maintain a high standard of personal appearance and hygiene at all times.

### **Knowledge:**

- Menu knowledge
- Product knowledge
- General knowledge
- Cashiering knowledge

### **Skills:**

- Greet and seat guests according to standards set in the departmental operation manual
- Take reservations and handle guest enquiries
- Provide a courteous and professional service at all times

### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens - Cleaning (Steward)  
**JOB TITLE** : Supervisor/Captain  
**LEVEL** : 3

### **RESPONSIBILITIES**

Supervisor/Captain is responsible to monitor staffing levels to ensure adequate amount of staff for each stewarding section, assure all outlet to be cleaned according to cleaning schedules and followed procedures, assure the stewarding machine /equipment in working order condition, assist to raise maintenance work order when necessary / if required and train the new staff on proper cleaning and safety procedures.

#### **Knowledge:**

- Chemical dilution
- Understanding stewarding task
- Machine operating
- Inventory
- Job schedule

#### **Skills:**

- Monitor staffing levels to ensure adequate amount of staff for each stewarding section
- Assure all outlet to be cleaned according to cleaning schedules and followed procedures
- Assure the stewarding machine /equipment in working order condition
- Assist to raise maintenance work order

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Cafeterias/canteens - Cleaning (Steward)  
**JOB TITLE** : Kitchen Helper /Team Helper  
**LEVEL** : 2

### **RESPONSIBILITIES**

Kitchen Helper /Team Helper is responsible to maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP, proper handling chemical and usages and wear proper PPE, assure the cleanliness of the whole kitchen and back area of the restaurant, maintain cleanliness of kitchen and storage area according to cleaning schedule, keep all kitchen premise to be cleaned and free from pests and insects, manage waste receptacles throughout the building and aware of kitchen accidents and preventions.

### **Knowledge:**

- Knowledge on chemical dilution
- Understanding stewarding task
- Knowledge on machine operating

### **Skills:**

- Skill to operate machine
- Skill of handling chemical, equipment and waste
- Skill of the whole kitchen and back area of the restaurant

### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Cafeterias/canteens- Services (Halal Certification)**  
**JOB TITLE : Executive Halal**  
**LEVEL : 4**

### **RESPONSIBILITIES**

Executive Halal is responsible to adhere Halal JAKIM certifications (2011), liaise with JAKIM Team in Halal application and its audit process, develop Standard of Practice for selection of Halal Supplier, identify and recognize Halal ingredients and able to recommend alternative ingredients to comply with Halal requirement, conduct Halal Process training for the organization and understand the food production process.

#### **Knowledge:**

- Halal Requirements
- Halal Ingredients
- Halal Process
- Food Production Process
- Understand deeply in Syariah Compliance, Moral & Ethics.

#### **Skills:**

- Develop Standard of Practice for selection of Halal Supplier
- Identify and recognize Halal ingredients and able to recommend alternative ingredients to comply with Halal requirement
- Conduct Halal Process training for the organization and understand the food production process

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Fast-Food Restaurant (Back of The House)**  
**JOB TITLE : Team Leader / Supervisor / Hostess /Captain**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Team Leader / Supervisor / Hostess /Captain is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, to ensure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, ensure efficient and fast delivery of service as per SOP, ensure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

#### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem

#### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Delegate job performance as per schedule
- Assign daily duties

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Fast-Food Restaurant (Back of The House)**  
**JOB TITLE : Team Member / Cook / Kitchen Helper**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Team Member / Cook / Kitchen Helper is responsible to prepare workstation for cooking and food preparation, carry out safety and food quality control, carry out product assembly, cooking according to Standard Operating Procedure, assist in stock control and stock take activities, ensure all product prepare according to projection plan, carry out any other activities as directed by superior and carry out cashiering activities and dining daily routine work.

### **Knowledge:**

- Understand Food safety and Hygiene Practices
- Strong knowledge in food preparation and cooking procedure
- Understand quality standard and product specification
- Understand process of product Receiving and Storing procedure
- Understand stock count process
- Understand how to manage cashiering routine
- Know how to maintain cleanliness of dining area

### **Skills:**

- Able to prepare work station and start -up of equipment
- Preparing ingredients to use in cooking (cutting meat, marination, breading etc.)
- Cooking food in various utensils or cooking equipment
- Performs food preparation activities includes raw materials preparation, product assembly, wrapping
- Carry out freezer to fryer product cooking such as Fries, Nuggets etc
- Conduct stock take activities
- Performs any combination of following duties to maintain kitchen work areas and restaurant equipment and utensils in clean and orderly condition: Sweeps and mops floors

- Check quality of ingredients
- Monitor stock and inform superior orders when there are shortages
- Carry out daily, weekly, monthly stock count
- Able to handle cashiering activities / packing /
- Able to take customer order and prepare accordingly
- Able to perform restaurant opening and closing routine work

**Attributes (Attitude/Safety/Environmental)**

- Good interpersonal skills and team player
- Able to work under pressure
- High level of commitment
- Willing to work under strict standard operating procedure and safety compliance

**MSIC GROUP** : 561  
**AREA** : Front of The House (Fast-Food Restaurant)  
**JOB TITLE** : Team Leader / Supervisor / Hostess /Captain  
**LEVEL** : 3

### **RESPONSIBILITIES**

Team Leader / Supervisor / Hostess /Captain is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, ensure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, ensure efficient and fast delivery of service as per SOP, ensure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

#### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem

#### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Delegate job performance as per schedule
- Assign daily duties

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- Open to suggestions
- Willingness to accept criticism

**MSIC GROUP : 561**  
**AREA : Fast-Food Restaurant- (Front of The House)**  
**JOB TITLE : Rider / Cashier / Floor Crew**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Rider / Cashier / Floor Crew is responsible to coordinate delivery business with all Rider and Restaurant team focusing on the target, enforce delivery SOP practise by all Rider at all time, educate and increase awareness within restaurant team with Rider regarding operational procedures, customer services and training practices, develop and maintain effective working relationships with all Rider team members & other restaurant staff, ensure food safety practices, quality health checks & takes corrective action where necessary, validate and submit all daily report timely and accurately from Rider, adhere all policies includes cash, hygiene practise, appearance and etc, assist restaurant team if required by manager and reports customer complaint to the manager in-charge immediately

### **Knowledge:**

- Know route within surrounding area
- Understand delivery business processes and target objectives
- Customer complaint module
- Basic people handling management
- Know how to handle customer complaint module
- Understand coaching procedures

### **Skills:**

- Coordinate delivery business with all Rider and Restaurant team focusing on the target
- Able to handle customer complaint skills
- Educate and increase awareness within restaurant team with Rider regarding operational procedures
- Develop and maintain effective working relationships with all Rider team members & other restaurant staff
- Validate and submit all daily report timely and accurately from Rider

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Possess customer-oriented knowledge
- Willing to learn and take instruction
- Provide idea for improvement.

**MSIC GROUP** : 561  
**AREA** : Fast-Food Restaurant (Barista)  
**JOB TITLE** : Team Leader / Supervisor / Hostess /Captain  
**LEVEL** : 3

### **RESPONSIBILITIES**

Team Leader / Supervisor / Hostess /Captain is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, to ensure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, ensure efficient and fast delivery of service as per SOP, ensure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem

### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Delegate job performance as per schedule
- Assign daily duties

### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Willingness to accept criticism

**MSIC GROUP** : 561  
**AREA** : Fast-Food Restaurant (Barista)  
**JOB TITLE** : Barista  
**LEVEL** : 2

## **RESPONSIBILITIES**

Barista is responsible to makes and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies, package coffee blends, make coffee and tea, explain menu items to customers, clean, and attempt to ensure that customers are comfortable and satisfied, preparing and selling variety of coffee drinks, along with pastries and cookies, take customer order, process payment and return change.

### **Knowledge:**

- Understand basic food safety and hygiene standard
- Know how to carry out equipment start up and cleaning
- Understand how to prepare product menu such as coffee, tea, latte, cappuccino, ice blended
- Understand cash management process
- Know how to step of customer service
- Understand procedure in handling cash register
- Understand how to do department opening and closing duty

### **Skills:**

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Clean or sanitize work areas, utensils, or equipment.
- Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them.
- Order, receive, or stock supplies or retail products.
- Provide customers with product details, such as coffee blend or preparation descriptions.
- Receive and process customer payments.
- Serve prepared foods, such as muffins, biscotti.
- Stock customer service stations with paper products or beverage preparation items.

- Take customer orders and convey them to other employees for preparation

**Attributes (Attitude/Safety/Environmental)**

- Good interpersonal skills and Team Player
- Able to work under pressure
- High level of commitment
- Willing to work under strict standard operating procedure and safety compliance
- High level of Integrity

**MSIC GROUP : 561**  
**AREA : Fast-Food Restaurant- (Management)**  
**JOB TITLE : Team Leader / Supervisor / Hostess /Captain**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Team Leader / Supervisor / Hostess /Captain is responsible to maintain friendliness, pleasant and professional appearance at all times when meeting guest, handle complaints and react immediately and make sure guest satisfied with the service / solution, ensure the table setting are clean and neatly arranged, cleaned napkins are used and folded accordingly, ensure efficient and fast delivery of service as per SOP, ensure all the assigned staff report for duty punctually and according to their assigned shift and supervise in work schedule (duty roster) for F&B staff.

#### **Knowledge:**

- Knowledge in technical skill
- Judgement skill
- Time keeping
- Critical and analytical in solving problem

#### **Skills:**

- Handle complaints and react immediately and make sure guest satisfied with the service / solution
- Delegate job performance as per schedule
- Assign daily duties

#### **Attributes (Attitude/Safety/Environmental)**

- Physically and mentally fit in performing job assigned
- High confident
- Open to suggestions
- Willingness to accept criticism

**SECTION : (I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES**

**DIVISION : (56) FOOD AND BEVERAGE SERVICES**

**GROUP : (562) EVENT CATERING AND OTHER FOOD SERVICE ACTIVITIES**

**MSIC GROUP** : 562  
**AREA** : Kitchen  
**JOB TITLE** : Chef De Partie / Demi Chef  
**LEVEL** : 3

### **RESPONSIBILITIES**

Chef De Partie / Demi Chef is responsible to lead in menu implementation and food production as well as executions, to ensure highest standard of food production, to ensure the daily stock and ingredients availability, to prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, to check all equipment in good condition and to delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in food production and operations
- Lead in menu implementation and food production
- Prepare food according to schedule and event order / daily checklist
- Monitor rank and file staff / commis and kitchen helper

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Kitchen  
**JOB TITLE** : Commis  
**LEVEL** : 2

### **RESPONSIBILITIES**

Commis is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry
- Ability to understand Food and Ingredients

### **Skills:**

- Handle food production
- Prepare various ingredients according to the recipe standard
- Prepare all ingredient of related dishes for buffet and a 'la carte menu

### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Services  
**JOB TITLE** : Event Crew  
**LEVEL** : 3

### **RESPONSIBILITIES**

Event Crew is responsible to wear proper uniform during the event, comply with regulated rules and conduct, execute the planed event's program and its activities, build a positive relation within the team and client, answer customer query and comply with policies and practises.

#### **Knowledge:**

- Multitasking ability
- Written and verbal communication knowledge
- Organizational skills
- Diligence and attention to detail
- Interpersonal skills and friendly demeanour
- Problem-solving skills
- Conflict management skill

#### **Skills:**

- Execute the planed event's program and its activities
- Answer customer query and comply with policies and practises

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly
- Perform all duties with discretion, professionalism and pleasant demeanour

**MSIC GROUP** : 562  
**AREA** : Services  
**JOB TITLE** : Waiter / Waitress  
**LEVEL** : 2

### **RESPONSIBILITIES**

Waiter / Waitress is responsible to demonstrate courtesy and friendly manner, maintain proper grooming and hygiene habit, comply with regulated rules and conducts, collect, prepare meals and serve to guest in appropriate seating order according to service procedures, carry out other assigned duties.

#### **Knowledge:**

- Table setting knowledge
- Food safety training

#### **Skills:**

- Demonstrate courtesy and friendly manner
- Comply with regulated rules and conducts
- Collect, prepare meals and serve to guest

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly
- Perform all duties with discretion, professionalism and pleasant demeanour

**MSIC GROUP** : 562  
**AREA** : Services (VIP)  
**JOB TITLE** : Catering Butler  
**LEVEL** : 3

### **RESPONSIBILITIES**

Catering Butler is responsible to smile when in contact with guest, greet guest upon arrival and when required at departure, greet guest on approach to table with courtesy and friendly smile, maintain proper grooming and hygiene habit as defined in the "personal hygiene " section of the SOP, comply with outlet house rules and conduct codes as stated in the employee handbook and as distributes at orientation, prepare meals and serve to VVIP guest in appropriate seating order ( ladies, host, taking into account swiftness of service and service procedures, to perform other assigned duties.

#### **Knowledge:**

- Table setting knowledge
- Good Skill on V.I.P Protocol
- Communication Skills

#### **Skills:**

- Greet guest on approach to table
- Prepare meals and serve to VVIP guest in appropriate seating order

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly
- Perform all duties with discretion, professionalism and pleasant demeanour

**MSIC GROUP** : 562  
**AREA** : Cleaning  
**JOB TITLE** : Steward  
**LEVEL** : 3

### **RESPONSIBILITIES**

Steward is responsible to maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP, proper handling chemical and usages and wear proper PPE, ensure the cleanliness of the whole kitchen and back area of the restaurant, maintain cleanliness of kitchen and storage area according to cleaning schedule, keep all kitchen premise to be cleaned and free from pests and insects, manage waste receptacles throughout the building and aware of kitchen accidents and preventions.

#### **Knowledge:**

- Chemical dilution
- Understanding stewarding task
- Machine operating

#### **Skills:**

- Operate machine
- Handling chemical, equipment and waste
- Clean the whole kitchen and back area of the restaurant

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Logistic  
**JOB TITLE** : Driver  
**LEVEL** : 3

### **RESPONSIBILITIES**

Driver is responsible to maintain proper grooming and hygiene habit as defined in the "personal hygiene " section of the SOP, must have valid GDL licence and ensure the truck in working condition, well verse in arranging equipment and food into catering truck, plan advance timing and the route to the site and perform inspection and preventive maintenance.

### **Knowledge:**

- Navigation System
- Numeric
- Problem Solving, Analytical and Adaptability

### **Skills:**

- Ensure the truck in working condition
- Plan advance timing and the route to the site
- Perform inspection and preventive maintenance.

### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Other Food Service Activities (Kitchen)  
**JOB TITLE** : Chef De Partie / Demi Chef  
**LEVEL** : 3

### **RESPONSIBILITIES**

Chef De Partie / Demi Chef is responsible to lead in menu implementation and food production as well as executions, ensure highest standard of food production, ensure the daily stock and ingredients availability, prepare food according to schedule and event order / daily checklist, monitor rank and file staff / commis and kitchen helper in term of training and mentoring, check all equipment in good condition and delegate task and work responsibilities.

#### **Knowledge:**

- Recipe Standardization
- Menu Implementation
- Inventory Management
- Quality Control
- Mentoring and Training
- Food Artistry

#### **Skills:**

- Assist in Food Production and Operations
- Lead in menu implementation and food production
- Prepare food according to schedule and event order / daily checklist
- Monitor rank and file staff / commis and kitchen helper
- Check all equipment in good condition

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Other Food Service Activities (Kitchen)  
**JOB TITLE** : Commis  
**LEVEL** : 2

### **RESPONSIBILITIES**

Commis is responsible to produce food and dishes according to menu, event order and as directed by superior, to prepare various ingredients according to the recipe standard on shift, daily and weekly basis, to maintain cleanliness and hygiene of the kitchen, to prepare all ingredient of related dishes for buffet and a 'la carte menu and to assist in inventory management.

#### **Knowledge:**

- Recipe Standardization
- Taste and Food Artistry

#### **Skills:**

- Produce food and dishes according to menu
- Prepare various ingredients according to the recipe standard
- Maintain cleanliness and hygiene of the kitchen
- Prepare all ingredient of related dishes for buffet and a 'la carte menu

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Other Food Service Activities (Services)  
**JOB TITLE** : Food Service Manager  
**LEVEL** : 3

### **RESPONSIBILITIES**

Food Service Manager is responsible to ensure operation and coordination planning with supporting department such as kitchen and dietary requirement, identify customer needs and meals serving to ensure customer satisfaction, organize equipment to ensure in good condition and comply hygiene and safety regulations.

#### **Knowledge:**

- Nutrition
- Reporting
- Product
- Quality Control
- Health and Safety Obligations

#### **Skills:**

- Identify customer needs
- Organize equipment to ensure in good condition
- Handle budget and negotiating with vendors
- Public relations, communication and marketing skill

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Other Food Service Activities (Services)  
**JOB TITLE** : Food Service Assistant  
**LEVEL** : 2

### **RESPONSIBILITIES**

Food Service Assistant is responsible to maintain proper grooming and hygiene habit as defined in the "personal hygiene " section of the SOP, provide / collect menu selection to the customer, collect prepare meals and serve to customer and clear soil dish according the schedule, perform other assigned duties when required.

#### **Knowledge:**

- Reporting
- Health and Safety Obligations
- Productive Business Relationships

#### **Skills:**

- Collect menu selection to the customer
- Collect prepare meals and serve to customer
- Clear soil dish according the schedule

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Other Food Service Activities (Cleaning)  
**JOB TITLE** : Steward  
**LEVEL** : 2

### **RESPONSIBILITIES**

Steward is responsible to maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP, proper handling chemical and usages and wear proper PPE, ensure the cleanliness of the whole kitchen and back area of the restaurant, maintain cleanliness of kitchen and storage area according to cleaning schedule, keep all kitchen premise to be cleaned and free from pests and insects, manage waste receptacles throughout the building and aware of kitchen accidents and preventions.

#### **Knowledge:**

- Chemical dilution
- Understanding stewarding task
- Machine operating

#### **Skills:**

- Operate machine
- Handling chemical, equipment and waste
- Clean kitchen and back area of the restaurant
- Manage waste receptacles

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Quality Control  
**JOB TITLE** : Safety and Hygiene Manager  
**LEVEL** : 4

### **RESPONSIBILITIES**

Safety and Hygiene Manager is responsible in a primary role to verify the standard in accordance to the set parameter, plan the frame work of Quality Assurance benchmark for service and production, work on a strategy to achieve efficiency and profitability of the organisation, monitor the activity in the area of flight operations, set the standards required by the operations and make any modification for enhancement, produce any additional requirements defined by the management and demonstrate and implement the result of enhancement programs.

### **Knowledge:**

- Understand restaurant operations processes, standards and regulations
- Know how to handle customer complaint module
- Understand coaching procedures
- Cost, quality and safety management

### **Skills:**

- Verify the standard in accordance to the set parameter
- Plan the frame work of Quality Assurance benchmark for service and production
- Monitor the activity in the area of flight operations
- Set the standards required by the operations and make any modification for enhancement
- Ability to provide coaching and constructive feedback for improvement
- Demonstrate and implement the result of enhancement programs

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Suggest ideas for continues improvement
- Possess relevant knowledge and skills
- Dedication and responsible person
- Willing to learn and take and take instruction explicitly

**MSIC GROUP : 562**  
**AREA : Quality Control**  
**JOB TITLE : Executive Halal**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Executive Halal is responsible adhere Halal JAKIM certifications (2011), liaise with JAKIM Team in Halal application and its audit process, develop Standard of Practice for selection of Halal Supplier, ability to identify and recognize Halal ingredients and ability to recommend alternative ingredients to comply with Halal requirement, conduct Halal Process training for the organization and understand the food production process

#### **Knowledge:**

- Halal Requirements
- Halal Ingredients
- Halal Process
- Food Production Process
- Understand deeply in Syariah Compliance, Moral & Ethics

#### **Skills:**

- Identify and recognize Halal ingredients
- Recommend alternative ingredients to comply with Halal requirement
- Conduct Halal Process training

#### **Attributes (Attitude/Safety/Environmental)**

- Possess relevant knowledge and skills
- Dedication and responsible person
- Willing to learn and take and take instruction explicitly

**MSIC GROUP** : 562  
**AREA** : Technology  
**JOB TITLE** : Food Technologist  
**LEVEL** : 3

### **RESPONSIBILITIES**

Food Technologist is responsible for the production of a safe food product, demonstrate the testing of new products and ideas, conduct development, modify and the processes of new products, plan for a new recipe, test and examine samples, monitor the release of the production in large scale, ensure a strict hygiene and food safety standard are met and design the frame work of emerging development of new technology and the latest enhancement environment.

#### **Knowledge:**

- Understand restaurant operations processes, standards and regulations
- Know how to handle customer complaint module
- Understand coaching procedures
- Cost, quality and safety management

#### **Skills:**

- Demonstrate the testing of new products and ideas
- Conduct development
- Modify and the processes of new products
- Plan for a new recipe
- Test and examine samples
- Monitor the release of the production in large scale
- Design the frame work of emerging development of new technology

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Physically and mentally fit, healthy and alert all the times
- Suggest ideas for continues improvement
- Possess relevant knowledge and skills
- Dedication and responsible person
- Willing to learn and take and take instruction explicitly

**SECTION : (I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES**

**DIVISION : (56) FOOD AND BEVERAGE SERVICES**

**GROUP : (563) BEVERAGE SERVICE ACTIVITIES**

**MSIC GROUP** : 563  
**AREA** : Bar/Beverage (Pubs, Bars)  
**JOB TITLE** : Bar Captain/ Supervisor  
**LEVEL** : 3

### **RESPONSIBILITIES**

Bar Captain/ Supervisor is responsible to assist the Outlet head with the smooth and efficient manning of the Outlet., ensure that all employees report for duty punctually wearing the correct employee fashion and name tag at all times, assist in the building of an efficient team of employees by taking an active interest in their welfare, safety and development, ensure that all employees provide a courteous and professional service at all times, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensure that the correct standards and methods of service are maintained as stated in the department's operation manual and ensure that the department's operation budget is strictly adhered to and that all costs are strictly controlled.

### **Knowledge:**

- Knowledge on alcoholic and non-alcoholic beverages
- Costing of each beverages
- Understanding of price of product, profit and loss
- Skill of mixing various alcoholic and non-alcoholic beverages
- Understanding of acidity and alkaline of ingredients

### **Skills:**

- Design various beverages ingredient
- Assist in the building of an efficient team of employees
- Assist in training of the employees
- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Willing to learn and take instruction
- Possess high customer-oriented knowledge
- Possess good leadership attribute

**MSIC GROUP** : 563  
**AREA** : Bar/Beverage (Pubs, Bars)  
**JOB TITLE** : Bartender  
**LEVEL** : 2

### **RESPONSIBILITIES**

Bartender is responsible to lead report for duty punctually wearing the correct employee fashion and name badge at all times, prepare drinks according to established standard concoctions and do side duties as assigned on a daily basis by the Superior, serve beverages to guests according to established performance standards, handle guest enquiries in a courteous and efficient manner, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, have a complete understanding of and adhere to the hotel's policy relating to fire, hygiene, health and safety, maintain a high standard of personal appearance and hygiene at all times and have a complete understanding of the hotel's employee handbook and adhere to the regulations contained within.

### **Knowledge:**

- Product knowledge
- Menu knowledge
- Safety and hygiene
- Skill of variety alcoholic and non-alcoholic making
- Skill of mixing (mixologist)
- Skill to operate beverage machine

### **Skills:**

- Prepare drinks according to established standard concoctions
- Serve beverages
- Operate beverage machine
- Handle guest enquiries
- Design various beverages ingredient

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Willing to learn and take instruction
- Possess high customer-oriented knowledge

**MSIC GROUP : 563**  
**AREA : Bar/Beverage (Coffee House)**  
**JOB TITLE : Bar Captain/ Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Bar Captain/ Supervisor is responsible to assist the Outlet head with the smooth and efficient manning of the Outlet., ensure that all employees report for duty punctually wearing the correct employee fashion and name tag at all times, assist in the building of an efficient team of employees by taking an active interest in their welfare, ensure that all employees provide a courteous and professional service at all times, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, ensure that the correct standards and methods of service are maintained as stated in the department's operation manual and ensure that the department's operation budget is strictly adhered to and that all costs are strictly controlled.

#### **Knowledge:**

- Knowledge on alcoholic and non-alcoholic beverages
- Costing of each beverages
- Understanding of price of product, profit and loss
- Skill of mixing various alcoholic and non-alcoholic beverages
- Understanding of acidity and alkaline of ingredients

#### **Skills:**

- Design various beverages ingredient
- Assist in the building of an efficient team of employees
- Assist in training of the employees
- Supervise the employees

#### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Willing to learn and take instruction
- Possess high customer-oriented knowledge
- Possess good leadership attribute

**MSIC GROUP** : 563  
**AREA** : Bar/Beverage (Coffee House)  
**JOB TITLE** : Bartender  
**LEVEL** : 2

### **RESPONSIBILITIES**

Bartender is responsible to lead report for duty punctually wearing the correct employee fashion and name badge at all times, prepare drinks according to established standard concoctions and do side duties as assigned on a daily basis by the Superior, serve beverages to guests according to established performance standards, handle guest enquiries in a courteous and efficient manner, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, maintain a high standard of personal appearance and hygiene at all times and have a complete understanding of the hotel's employee handbook and adhere to the regulations contained within.

### **Knowledge:**

- Product knowledge
- Menu knowledge
- Safety and hygiene
- Skill of variety alcoholic and non-alcoholic making
- Skill of mixing (mixologist)
- Skill to operate beverage machine

### **Skills:**

- Prepare drinks according to established standard concoctions
- Serve beverages
- Operate beverage machine
- Handle guest enquiries
- Design various beverages ingredient

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Willing to learn and take instruction
- Possess high customer-oriented knowledge

**MSIC GROUP : 563**  
**AREA : Lounges**  
**JOB TITLE : Bar Captain/ Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Bar Captain/ Supervisor is responsible to assist the Outlet head with the smooth and efficient manning of the Outlet, ensure that all employees report for duty punctually wearing the correct employee fashion and name tag at all times, assist in the building of an efficient team of employees by taking an active interest in their welfare, ensure that all employees provide a courteous and professional service at all times, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, ensure that the correct standards and methods of service are maintained as stated in the department's operation manual and ensure that the department's operation budget is strictly adhered to and that all costs are strictly controlled.

### **Knowledge:**

- Knowledge on alcoholic and non-alcoholic beverages
- Costing of each beverages
- Understanding of price of product, profit and loss
- Skill of mixing various alcoholic and non-alcoholic beverages
- Understanding of acidity and alkaline of ingredients

### **Skills:**

- Design various beverages ingredient
- Assist in the building of an efficient team of employees
- Assist in training of the employees
- Supervise the employees

### **Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Willing to learn and take instruction
- Possess high customer-oriented knowledge

- Possess good leadership attribute

**MSIC GROUP : 563**

**AREA : Lounges**

**JOB TITLE : Bartender**

**LEVEL : 2**

### **RESPONSIBILITIES**

Bartender is responsible to lead report for duty punctually wearing the correct employee fashion and name badge at all times, prepare drinks according to established standard concoctions and do side duties as assigned on a daily basis by the Superior, serve beverages to guests according to established performance standards, handle guest enquiries in a courteous and efficient manner, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, have a complete understanding of and adhere to the hotel's policy relating to fire, hygiene, health and safety, maintain a high standard of personal appearance and hygiene at all times and have a complete understanding of the hotel's employee handbook and adhere to the regulations contained within.

### **Knowledge:**

- Product knowledge
- Menu knowledge
- Safety and hygiene
- Skill of variety alcoholic and non-alcoholic making
- Skill of mixing (mixologist)
- Skill to operate beverage machine

### **Skills:**

- Prepare drinks according to established standard concoctions
- Serve beverages
- Operate beverage machine
- Handle guest enquiries
- Design various beverages ingredient

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Willing to learn and take instruction
- Possess high customer-oriented knowledge

**MSIC GROUP** : 563  
**AREA** : Discotheque  
**JOB TITLE** : Bar Captain/ Supervisor  
**LEVEL** : 3

### **RESPONSIBILITIES**

Bar Captain/ Supervisor is responsible to assist the Outlet head with the smooth and efficient manning of the Outlet., ensure that all employees report for duty punctually wearing the correct employee fashion and name tag at all times, assist in the building of an efficient team of employees by taking an active interest in their welfare, safety and development, ensure that all employees provide a courteous and professional service at all times, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency, supervise the employees within the department, ensure that the correct standards and methods of service are maintained as stated in the department's operation manual and ensure that the department's operation budget is strictly adhered to and that all costs are strictly controlled.

### **Knowledge:**

- Knowledge on alcoholic and non-alcoholic beverages
- Costing of each beverages
- Understanding of price of product, profit and loss
- Skill of mixing various alcoholic and non-alcoholic beverages
- Understanding of acidity and alkaline of ingredients

### **Skills:**

- Design various beverages ingredient
- Assist in the building of an efficient team of employees
- Assist in training of the employees
- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Willing to learn and take instruction
- Possess high customer-oriented knowledge

**MSIC GROUP** : 563  
**AREA** : Discotheque  
**JOB TITLE** : Bartender  
**LEVEL** : 2

### **RESPONSIBILITIES**

Bartender is responsible to lead report for duty punctually wearing the correct employee fashion and name badge at all times, prepare drinks according to established standard concoctions and do side duties as assigned on a daily basis by the superior, serve beverages to guests according to established performance standards, handle guest enquiries in a courteous and efficient manner, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, have a complete understanding of and adhere to the hotel's policy relating to fire, hygiene, health and safety, maintain a high standard of personal appearance and hygiene at all times and have a complete understanding of the hotel's employee handbook and adhere to the regulations contained within.

#### **Knowledge:**

- Product knowledge
- Menu knowledge
- Safety and hygiene
- Skill of variety alcoholic and non-alcoholic making
- Skill of mixing (mixologist)
- Skill to operate beverage machine

#### **Skills:**

- Prepare drinks according to established standard concoctions
- Serve beverages
- Operate beverage machine
- Handle guest enquiries
- Design various beverages ingredient

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Willing to learn and take instruction
- Possess high customer-oriented knowledge

**MSIC GROUP** : 563  
**AREA** : Service (Dining/Pantry)  
**JOB TITLE** : Hostess/Captain/Butler/Cashier  
**LEVEL** : 3

### **RESPONSIBILITIES**

Hostess/Captain/Butler/Cashier is responsible to report for duty punctually wearing the correct employee uniform and name tag at all times, greet and seat guests according to standards set in the departmental operation manual, answer the telephone, take reservations and handle guest enquiries according to the standards set in the department's operation manual, provide a courteous and professional service at all times, maintain a good working relationship with colleagues, and all other departments, have a complete understanding of and adhere to the hotel's policy relating to fire, hygiene, health and safety, maintain a high standard of personal appearance and hygiene at all times, carry out any other reasonable duties and responsibilities assigned, respond to change in the departmental function as required by the industry, company or hotel, assist in training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency and supervise the employees within the department, ensure that the correct standards and methods of service are maintained as stated in the department's operation manual.

### **Knowledge:**

- Customer complaint module
- Basic people handling management
- Know how to handle customer complaint module
- Customer service knowledge
- Hospitality knowledge

### **Skills:**

- Take reservations and handle guest enquiries
- Assist in training of the employees
- Respond to change in the departmental function

- Supervise the employees

**Attributes (Attitude/Safety/Environmental)**

- Good team player and able to work together with entire team
- Possess high customer-oriented knowledge
- Willing to learn and take instruction
- Provide idea for improvement.
- Possess high hospitality attitude

**MSIC GROUP** : 563  
**AREA** : Cleaning  
**JOB TITLE** : Steward  
**LEVEL** : 3

### **RESPONSIBILITIES**

Steward is responsible to maintain proper grooming and hygiene habit as defined in the "personal hygiene" section of the SOP, proper handling chemical and usages and wear proper PPE, ensure the cleanliness of the whole kitchen and back area of the restaurant, maintain cleanliness of kitchen and storage area according to cleaning schedule, keep all kitchen premise to be cleaned and free from pests and insects, manage waste receptacles throughout the building and aware of kitchen accidents and preventions.

#### **Knowledge:**

- Chemical dilution
- Understanding stewarding task
- Machine operating

#### **Skills:**

- Operate machine
- Handling chemical, equipment and waste
- Proper handling chemical and usages

#### **Attributes (Attitude/Safety/Environmental)**

- Good communication skills
- Willing to learn and take instruction
- Good team player and able to work together with entire team