# KITCHEN OFFICER

## ON-THE-JOB TRAINING

**Job Redesign Reskilling Programme for Hotel Industry**

# ON-THE-JOB TRAINING

Hotels are able to customise the **activities** (in *blue italic).* Any changes to **critical task** and **duration of training** will need to seek WSG's approval.

| TASKS AND TRAINING DURATION | | | OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING) | |
|---|---|---|---|---|
| **CATEGORY**<br>**Food and Beverage**<br>**Kitchen Officer** | | **TOTAL OJT DURATION**<br>**54 days** | **TRAINER'S ACKNOWLEDGEMENT** | **TRAINEES' ACKNOWLEDGEMENT** |
| **CRITICAL TASKS/ ACTIVITIES** | **POINTS TO OBSERVE** | | | |
| Hygiene Audits<br><br>1. Conduct roll call and check on following:<br>• *Uniform / attire*<br>• *Grooming standards according to organisation Standard Operation Procedures (SOPs) or policy and procedures*<br>• *Any other requirements set by organisation*<br><br>2. Plan audits:<br>• *Schedules*<br>• *Feedback and observation*<br>• *Data collected*<br><br>3. Carry out audit checks in kitchens:<br>• *Personal hygiene and grooming*<br>• *Hygiene and safety*<br>– *Kitchens* | • Practice guidelines in accordance to organisation SOPs or Policy and Procedures to implement and maintain good hygiene practices.<br><br>• Audits may be in the form of the following but not limited to:<br>- Visiual inspection<br>- Direct observation | 28 days | | |

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| – *Kitchen dry store*<br>– *Chillers and freezers*<br>– *Receiving*<br>– *Transport*<br><br>4. Carry out audit checks:<br>• *Documentation/ logbook is current*<br>• *Internet of Things (IoT) hardware and software is working*<br>– *Robotic Process Automation (RPA) software in working condition*<br>– *Temperature measuring and recording system is working*<br><br>5. Follow up action/ Corrective action is taken<br>• *Document / record all irregularities / corrective measures in the kitchen*<br>– *Provide timeline to execute corrective measures in the kitchen*<br>– *Chef I/C to provide photos or evidence of correct measure*<br>– *Improvement*<br>• *Corrective measures include:*<br>– *Contacting engineering or maintenance team in the event chiller / freezer temperature is* | - Inteviews / one on one questioning<br><br>• Audits to be conducted with the Chef/ person I/C<br>• Hygiene and safety guidelines in accordance with organization guidelines<br>• Audits on kitchen, Dry Store and Receiving follow Food Safety Management Systems<br>• Sufficient space is ensured in-between items placed in the freezer or refrigerator so that cold air can circulate freely around them<br>• Refrigerator or freezer doors are only opened when necessary to minimise temperature fluctuation<br>• Inventory and ingredients are right stock, at the right levels.<br>• Stock rotation system (First Expire, First Out) is applied. | | | |

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| *defectives i.e. chiller below 4°C and freezer below -18°C*<br>– *Checking of auto kick-in in event electricity is cut-off*<br>– *Ensuring ingredients are stored according to SFA guidelines*<br>– *Ensuring that chillers and freezers are not over-stock to affect the relevant temperatures*<br><br>6. Audit checklists are reviewed for improvement | | | | |
| 7. Monitor stock and supplies – Par stock<br>• *Set par level base on the following:*<br>○ *Daily / weekly sales*<br>○ *Price Look Up (PLU) itemize sales report*<br>○ *Standard recipes*<br>• *Use of IOT system for stock taking and keeping track of balance stock*<br><br>8. Collect data<br>• *RPA software and other data platforms:*<br>○ *Digitise invoices*<br>○ *Generate business spending insights and reports*<br>○ *Price fluctuations* | • Food cost tracking and invoice management system is adopted<br>• Food waste-tracking is enabled by AI | 26 days | | |

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| ○ *Wastage*<br><br>9. Analyse data<br>• *Perform simple data analytics* | • Data analytics include:<br>- Food cost<br>- Yield Management<br>- Wastage<br>- Menu Engineering<br>- Table management and consumer buying | | | |
| 10. Recommend measures<br>• *Food production*<br>• *Waste reduction*<br>• *Vendor/ Supplier Management* | • Cost-savings is achieved<br>• Review on food production and food waste records<br>- Observe food production if food waste is constantly high<br>- Train staff on reducing food waste by following SOP or apply ROPES (Review, Overview, Present, Exercise, Summary) model | | | |