

# Food and Beverages Services Managers

Food and beverages services managers plan, organise and direct the operations of cafes, restaurants, catering companies and related establishments to provide dining and catering services. Tasks include:

- planning menus in consultation with chefs and cooks
- planning and organising special functions
- arranging the purchasing and pricing of goods according to budget
- ensuring dining, kitchen and food storage facilities comply with health regulations and are clean, functional and of suitable appearance
- conferring with customers to assess their satisfaction with meals and service

**Learn more about the Technical Skills & Generic Skills for this occupation in the next few pages.**

## Technical Skills

Brand Portfolio Management  
Budgeting  
Business Change Assessment  
Business Continuity Planning  
Business Negotiation  
Business Opportunities Development  
Business Performance Management  
Business Presentation Delivery  
Change Management  
Conflict Resolution  
Cost Management  
Creative Entrepreneurship  
Crisis Management  
Customer Acquisition and Relationship Management  
Customer Data Analysis  
Customer Loyalty and Retention Strategy Design  
Customer Service Excellence  
Data Analytics  
E-Commerce Management  
Effectiveness Management  
Emergency Response Management  
Emerging Technology Scanning  
Food and Beverage Equipment Maintenance  
Food and Beverage Inventory Management  
Food and Beverage Quality Audit and Assessment  
Food and Beverage Visual Merchandising  
Presentation  
Food Product Marketing  
Food Safety and Hygiene  
Food Waste Disposal and Reduction  
Halal Certification Compliance for Food and Beverages Operations  
People Management  
Personal Performance Management  
Quality Assurance Management  
Risk Compliance and Governance  
Sales Management  
Service Innovation Management  
Sustainable Food Production Design  
Technology Application and Implementation  
Technology Strategy Design  
Vendor Management  
Workplace Safety and Health for Food and Beverage Operations

## **Generic Skills**

Communication

Developing People

Interpersonal Skills

Leadership

Problem Solving