

# Skills Framework for Career Tracks in the Food Service sector

## 1. QUALITY AND SAFETY

In the Food service sector, the Quality and Safety Control sector assess the compliance of the food products and prepared dishes with food safety requirements as well as the Food Quality standards and Standard Operating Procedures of the company/organisation and is involved in all the activities of Quality assurance including the preparation of guidelines within the entire production/preparation chain including waste management.

The activities undertaken depend on the level and qualification. At lower level (inspector) technical and quality control activities, carried out also in the food production/preparation are expected; as 'supervisor', additional activities are due like undertaking corrective actions for non-compliance cases, preparation of quality assurance guidelines for all staff and the preparation of regular audit reports for regulatory authorities.

At higher level (management) the activities relate to the responsibility for the quality control and assurance function in the Central Kitchen including the development and revision of the quality assurance framework depending on the needs and regulations.

Specific knowledge and skills refer to food quality and safety criteria in relation to food preparation and storage conditions, safety procedures and standards, quality assurance audits and certification, project development and management.

Main sector-specific knowledge	Transversal/soft/professional skills
<ul style="list-style-type: none"> <li>• Food processing and preparation</li> <li>• Food and beverage quality analysis</li> <li>• Food safety and hygiene (HACCP)</li> <li>• Microbial analysis</li> <li>• Food legislation</li> <li>• Statistical analysis</li> <li>• Food standards and specifications</li> <li>• Certification schemes</li> </ul>	<ul style="list-style-type: none"> <li>• Problem-solving</li> <li>• Team working and leading</li> <li>• Critical thinking and decision making</li> <li>• Interpersonal communication</li> <li>• Training abilities</li> <li>• Communication reporting</li> <li>• Crisis management</li> </ul>

### 3. RESEARCH AND DEVELOPMENT

In the Food service, as in the food manufacturing ones, the Research and Development sector focuses on the refining the formulation of recipes for mass production purposes and/or improvement of sensory properties and/or the strategies to extend shelf-life. In this specific sector, additional activities are also aimed to calculate recipe proportions, and to develop new food preparations by ingredient substitutions to meet dietetic requirements and to enhance food quality standards.

Research and development sector collaborate with the Quality Assurance ones to evaluate the compliance to the quality standards of the company/organisation.

Specific knowledge, skills and competences are those of food technicians and, at higher level, food technologists. At higher level of qualification (Research and Development Chef) managerial activities are expected like the organization of the food preparation processes, collaboration in quality audits and the formulation of food production standards and the Standard Operating Procedures.

New skills involve also aspects of sustainability in food preparation (use of local raw materials, reduction of food waste) and the promotion of local eating habits and traditions (gastronomic sciences).

Main sector-specific knowledge	Transversal/soft/professional skills
<ul style="list-style-type: none"> <li>• Food processing and preparation</li> <li>• Gastronomic Sciences</li> <li>• Food quality</li> <li>• Food nutrition</li> <li>• Sensory science</li> <li>• Statistical analysis</li> <li>• Shelf-life</li> <li>• Packaging</li> </ul>	<ul style="list-style-type: none"> <li>• Problem-solving</li> <li>• Team working</li> <li>• Critical thinking</li> <li>• Ability to work independently</li> <li>• Multi-tasking</li> <li>• Interpersonal communication</li> <li>• Communication reporting</li> </ul>

#### Important Notes about this Document

This document is aimed to provide general information to enable individuals, employers and training providers to be acquainted on the skills for career, training and education purposes.