

COURSE DURATION

15 hours (inclusive of 1-hour assessment)

COURSE SYNOPSIS

This course is targeted towards those in the Food Services sector. We will cover all the technological advances in IT that is impacting or will impact the sector. In this course, we will help learners to understand the implication of various technology advancement and digital tools that will affect how the food services sector will operate and how it will affect the service delivery and the manpower skills required.

Learners will be able to understand and use digital tools to understand customer demands, optimise resources, support food preparation, delivery, handle queries, orders, payments and marketing.

LEARNING OUTCOMES

By the end of this course, learners will be able to:

- State the jobs and digital skills required in the current and future digital economy
- Describe the work requirements in a technology-rich environment and know the associated cybersecurity risks
- Identify various digital applications and tools in work applications, including widely applicable national and sectoral platforms
- Suggest how data and information can be used
- Perform functional outcomes such as the use of digital tools and software to access various learning paths and content
- Develop a post-course action plan to continue learning (i.e., to identify courses that would allow participants to further deepen their skills in the four key areas).

TRAINING METHODOLOGY

- Interactive lecture
- Group discussion
- Hands-on activity
- Tech-enabled learning through Chatbots and Online Quiz

ASSUMED SKILLS

- Learners must be able to read, write, speak and understand English at Secondary school level
 - Learners to have minimum GCE 'O' level or ITE certificate education
 - Learner should have at least 1 year's working experience in any industry
 - Learners must be able to operate a personal computer, use keyboard and mouse
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COURSE CONTENT

Learning Unit 1: Data Analytics

- Introduction to SFDW
- Digital Skills and Jobs Awareness for the Food Services Sector
- Importance of Data Analytics in the current and future digital economy for the Food Services Sector
- Use data analytics and visualisation tools such as Excel PivotTable and Power BI to analyse food product sales

Learning Unit 2: Automation

- Introduction to Automation in the Food Services sector
- Programmable Automation (3D printing and additive manufacturing tools for fabrication of packaging, and customised food items)
- Using Power Automate to improve office productivity
- Artificial Intelligence in the Food Services sector
- Autonomous Robots for food preparation and delivery
- Future trends for automation in the food services workplace

Learning Unit 3: Cybersecurity Risk

- Introduction to Cybersecurity Risk
- Areas of cybersecurity risk and its implication and effect to the individual and food services sector
- How to mitigate cybersecurity risks? (physical, software, policy and regulatory)

Learning Unit 4: In-demand Digital Tools

- Generative Artificial Intelligence such as ChatGPT to customise menus, develop new recipes, create new food concepts, etc.
- Conversational Automation such as Google Assistant, chatbots in government and corporate websites (SFA, Ask Captain Green for NEA)
- Nationally launched applications
- Enhancing customer experience during shopping online
- Explore upcoming digital technology and impact on how we work, live and interact
- Develop a learning plan to take ownership of own skills upgrading