

Skillsfuture for Digital Workplace 2.0 (Food Service Sector)



 COURSE DURATION
15 Hrs

 COURSE REFERENCE NO.
TGS-2023037503

 MODE OF TRAINING
Classroom

 FUNDING VALIDITY
Till 30 Jun 2025

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.

Course Objectives

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).

FULL FEE

\$500

(Subject to 9% GST)

NETT FEE AFTER FUNDING

\$163.50

SME OR Singaporean age 40 and above (Subject to 9% GST)

70% Course Fee Funded

\$63.50

Non-SME OR Singaporean age 21 to 39 OR Singapore PR

(Subject to 9% GST)

50% Course Fee Funded

Subsidies Available
Individual

SkillsFuture Credit
UTAP



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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

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