

Suggested Productivity Improvement Technologies (F&B)

Initiative	Functions
Digital Services (E.g. Digital Kiosks, Mobile App, e-Menu, e-Waiter)	Automated or wireless order taking/payment to transmit orders directly to kitchen in real-time and for payment to be done wirelessly. Self-ordering/payment kiosks for patrons to order and pay via a kiosk system.
Kitchen Automation	Automation equipment (e.g. stirrer kettles, combi ovens) and processing line to improve productivity of back-of-house operations. The equipment should reduce manpower reliance. Equipment that is operational in nature (e.g. chillers) is not included.
Centralised Dishwashing (shared basis)	Outsourcing dishwashing to an on-site or off-site third party centralized dishwashing provider to reduce operational costs. The centralized facility utilizes a dishwashing machine line to wash dirty crockery.

Note : All new F&B tenders will have to adopt at least 2 initiatives for units less than 200 sq m (2,152.78 sq ft)

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Central Kitchen	Central Kitchen comprises the following: <ul style="list-style-type: none">❖ Kitchen Automation: Purchase automation equipment or processing line (see above definition)❖ Workflow Redesign: Streamline work processes to maximise efficiency❖ 5S Housekeeping❖ Enterprise Resource Planning (ERP) system
Meal Replacement Vending Machines	Meal replacement vending machines are machines which dispense meals to customers automatically for immediate consumption after the customer makes his/her purchase.
Grab and Go Kiosks Retailing Ready Meals	Grab and Go kiosks are standalone kiosks that facilitate the takeaway of food.

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Productive Food Court/ Coffee Shop	<p>Productive food courts/coffee shops are food courts/coffee shops that are equipped with two or more of the following productivity initiatives:</p> <ol style="list-style-type: none">1. Digital service2. Centralised dishwashing3. Kitchen automation4. Tray return (customised self-return counters, conveyor belt or RFID)5. Supported by central kitchen <p>Taking a step further, disruptive business models could include, but not limited to, the following:</p> <ol style="list-style-type: none">1. Shared kitchen space2. Self-service model like IKEA or Marche3. Retailing of ready meals4. Incorporation of vending machines and grab and go kiosks5. Other amenities not necessarily confined to food services, such as click and collect services

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