

**Specification of Competency Standards**  
**for the Catering Industry**  
**Unit of Competency**

Functional Area - Professional Management Skills

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| Title               | Handle ordinary complaints in the catering industry   |
| Code                | 108301L2  |
| Range               | This unit of competency is applicable to practitioners engaged in customer services in the catering industry. While working in restaurants or relevant workplaces, practitioners should be able to pay attention to customer needs and report complaints received to their supervisors, and follow up or handle complaints under the instructions of their supervisors.   |
| Level               | 2   |
| Credit              | 1   |
| Competency          | <p>Performance Requirements</p> <p>1. Knowledge of complaints in the catering industry:</p> <ul style="list-style-type: none"> <li>• Understand the procedures for handling ordinary complaints, including: <ul style="list-style-type: none"> <li>○ Understand and analyse the types of customer complaints</li> <li>○ Understand the mechanism to handle customer complaints in the organisation</li> </ul> </li> <li>• Understand the mentality of customers, such as: <ul style="list-style-type: none"> <li>○ Understand the reasons and purposes for customers coming to the restaurants</li> <li>○ By observation and communication skills, identify the following of customers: <ul style="list-style-type: none"> <li>▪ Categories</li> <li>▪ Backgrounds</li> <li>▪ Consuming power, etc.</li> </ul> </li> </ul> </li> <li>• Possess skills to interact and communicate with others</li> </ul> <p>2. Handle ordinary complaints in the catering industry:</p> <ul style="list-style-type: none"> <li>• Understand the mentality of customers proactively during work, including: <ul style="list-style-type: none"> <li>○ Listen carefully to customers' requests</li> <li>○ Know their actual needs</li> </ul> </li> <li>• Handle customer complaints according to the instructions of supervisors, including: <ul style="list-style-type: none"> <li>○ Listen to and understand the contents of the complaints by customers, such as: <ul style="list-style-type: none"> <li>▪ About food quality</li> <li>▪ About hospitality or politeness</li> <li>▪ About site hygiene or comfort</li> </ul> </li> <li>○ Handle customer complaints instantly when feasible</li> <li>○ After due consideration or failure to successfully handle customers' complaints, refer the cases to supervisors for further actions</li> <li>○ Handle and follow up complaints when supervisors have provided their instructions</li> <li>○ When appropriate, propose measures for improvement to supervisors to reduce similar complaints in future</li> </ul> </li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• While working, always be sincere and polite, and properly handle and follow up customer complaints to maintain the reputation of the organisation and even the industry as a whole</li> </ul> |
| Assessment Criteria | <p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Understand the skills and procedures for handling customer complaints thoroughly, and settle general complaints from customers effectively under guidance and in accordance with the organisation's established guidelines</li> </ul>   |

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| Remark |  |
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