

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Master basic problem-solving skills of the catering industry
Code	108303L3
Range	This unit of competency is applicable to all practitioners who work in restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should handle problems with a positive attitude, analyse the causes of the problems and solve them with the resources and authority available.
Level	3
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge of problem-solving:</p> <ul style="list-style-type: none"> • Know about the importance of a positive attitude to an attendant • Know about the damages to customers and the organisation caused by a negative attitude • Master the skills for cultivating a positive attitude • Possess a positive attitude • Understand, analyse and generalise the causes of difficulties and crises • Master the use of different resources and authorities, such as: <ul style="list-style-type: none"> ○ Know about the powers and duties of different posts ○ Understand the relationship between the authorities of a post and the deployment of resources ○ Understand the concepts of empowerment, the importance of authorisation and the relevant skills <p>2. Master basic problem-solving skills of the catering industry:</p> <ul style="list-style-type: none"> • During the course of work, maintain a positive attitude to: <ul style="list-style-type: none"> ○ Create a peaceful and cooperative working environment ○ Set up effective communication channels, both formal and informal, within the organisation • Review the organisation structure, operation processes and resources deployment regularly to analyse the causes of the problems • Provide practical solutions to problems, including: <ul style="list-style-type: none"> ○ Devise different solutions from multiple perspectives ○ Equip staff with the skills to perform work independently ○ Solve problems in teamwork, and avoid accusations and shirking responsibilities ○ Learn from mistakes for improvement of quality ○ Solve problems with innovative ideas and approaches, and carry out reform as required ○ Choose the best solution which is in the interests of the organization in general, etc. • Apply the team spirit of the catering industry to coordinate the operation of various catering departments and establish effective communication channels <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • During the course of work, always solve the problems encountered in the interests of the organisation in general with a fair and impartial attitude, so as to promote business development

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Handle, analyse and solve problems independently with a positive attitude, and set up effective communication channels within the organisation• Deploy resources according to the post authority prescribed by the organisation to build up team spirit and overcome any difficulties
Remark	