

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

Functional Area - Professional Management Skills

Title	Handle complaints in the catering industry
Code	108304L3
Range	This unit of competency is applicable to practitioners engaged in management in restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should be able to analyse the causes of customer complaints independently, and follow up immediately or refer the cases to their supervisors.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of complaints in the catering industry:</p> <ul style="list-style-type: none"> <li>• Understand the strategies and guidelines of the organisation for handling customer complaints</li> <li>• Possess skills to analyse the causes of customer complaints, including: <ul style="list-style-type: none"> <li>○ Categories of complaints</li> <li>○ Areas of complaints</li> <li>○ Look into the causes, backgrounds and motives of complaints, etc.</li> </ul> </li> <li>• Possess skills to correctly judge the cores of customer complaints and the abilities to: <ul style="list-style-type: none"> <li>○ Propose solutions</li> <li>○ Promptly refer the cases to supervisors for further processing, etc.</li> </ul> </li> <li>• Possess skills to interact and communicate with others</li> </ul> <p>2. Handle complaints in the catering industry:</p> <ul style="list-style-type: none"> <li>• During the course of work, handle customer complaints properly, including: <ul style="list-style-type: none"> <li>○ Handle complaints immediately by oneself or the supervisor according to the types and backgrounds of the customers and the various reasons and motives for them to visit the restaurant, and follow up the complaints</li> <li>○ Put forward the reasons for complaints in a positive manner to the sections involved and make relevant improvements to address the reasons for complaints</li> <li>○ Maintain good communication in the entire handling process, and improve the service quality of the organisation and the staff through communication or training afterwards</li> </ul> </li> <li>• When appropriate, propose practical measures for improvement to supervisors to reduce similar complaints in future</li> <li>• Teach other staff the skills to handle similar complaints independently</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• During the course of work, apply skills and take a positive attitude to 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>• Analyse the causes of customer complaints independently, and follow up immediately or refer the cases to the supervisors</li> <li>• Conduct reviews and make improvements afterwards</li> </ul>
Remark	