

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Implement staff performance assessments of the catering industry
Code	108306L3
Range	This unit of competency applies to all staff engaged in management in restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should be able to assess staff performance according to the established procedures of the organisation, implement a reasonable and fair reward and punishment system, and set further study and development goals for staff.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge of staff performance assessments:</p> <ul style="list-style-type: none"> • Understand the strategies and guidelines of the organisation for employee performance assessment • Understand the operations and difficulties of various catering sections in restaurants • Understand the functions of each work type in the catering industry • Understand the concepts of performance assessment • Acquire the right attitude and methods for staff performance assessment • Possess skills to interact and communicate with others <p>2. Implement staff performance assessments of the catering industry:</p> <ul style="list-style-type: none"> • Assess staff performance in a reasonable and fair way • Help the staff recognise their strengths and weaknesses, and help them make improvements • Put forward a reasonable and fair reward and punishment system: <ul style="list-style-type: none"> ○ Formulate a reasonable and fair reward and punishment system ○ Implement the reward and punishment system in a fair way ○ Implement monetary and non-monetary rewards and understand their effects ○ Implement various punishments and understand their effects ○ Provide training and counselling to staff to help them improve their efficiency • Recommend appropriate further study and development goals for staff <ul style="list-style-type: none"> ○ Assist staff in setting goals with different timeframes according to their weaknesses, and help them study step by step ○ Assist staff in setting development goals with different timeframes according to their strengths and preferences • Keep the staff performance assessment records properly and follow up regularly <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow strictly the guidelines set by the organisation when conducting staff performance assessment, with observation of the principle of fairness and impartiality
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Assess staff performance according to the established procedures of the organisation • Recommend appropriate further study and development goals for staff
Remark	