

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Conduct orientation and trainings for new employees
Code	108310L3
Range	This unit of competency is applicable to staff responsible for training new employees to handle tasks at various catering posts in restaurants or establishments. This UoC concerns the conducting of orientation and trainings for new employees in restaurants or related workplaces, making use of the knowledge and skills acquired, so that the new employees can master the catering work assigned as soon as possible.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for conducting orientation and trainings:</p> <ul style="list-style-type: none"> • Possess knowledge of the requirements of the restaurants or establishments on training and the allocation of related resources • Possess good knowledge of the roles and responsibilities of different catering staff and the standards of behaviour and performance • Possess good knowledge of the best practices of the catering industry • Possess critical thinking skills to determine the training needs and assess the training effectiveness • Possess abilities to communicate and get along with others • Possess excellent abilities to precisely: <ul style="list-style-type: none"> ○ Prepare training contents or materials ○ Impart knowledge and skills effectively ○ Conduct exquisite personal demonstration <p>2. Conduct orientation and trainings for new employees:</p> <ul style="list-style-type: none"> • Assess the needs of training for new employees • Plan and design training methods and contents according to the needs of different posts, such as: <ul style="list-style-type: none"> ○ Production section ○ Catering services section ○ Sales section • Develop training modes, methods and timetables, and ensure they meet the related requirements of establishments • Conduct training with a variety of teaching and demonstration skills, which may include: <ul style="list-style-type: none"> ○ Instructions and explanations ○ Demonstration and guidance during on-the-job training ○ Questioning and discussions ○ Role play • Use and/or operate various teaching and learning resources when conducting training, which may include: <ul style="list-style-type: none"> ○ Blackboards, whiteboards and flip charts ○ Projector transparencies, handouts, videos, etc. ○ Multimedia equipment, computers, etc. ○ Other tools, kitchen utensils and equipment related to catering services • Develop assessment criteria and scoring schemes, and use multiple assessment methods and techniques to determine: <ul style="list-style-type: none"> ○ Degree of understanding of trainees ○ Learning results at different training stages

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	<ul style="list-style-type: none"> ○ Analysis of assessment results • Report the training status of new employees to supervisors regularly and provide improvement and optimisation suggestions <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always use existing knowledge and maintain professional ethics to carry out work to instruct and train new employees wholeheartedly during work • Cherish and maintain the image and performance of catering staff
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Independently handle and implement management of new employee training in a systematic way • Ensure the relevance of the training contents to the catering industry and their accuracy and timeliness • Impart knowledge and skills with diverse teaching techniques
Remark	