

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

Functional Area - Professional Management Skills

Title	Master supervision and counselling skills in the catering industry
Code	108315L4
Range	This unit of competency is applicable to all practitioners engaged in management in restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should be able to apply supervision and counselling expertise in the catering industry to analyse, identify and determine the needs of the organisation, as well as to offer training and counselling to staff. They should be able to implement supervision and counselling in the catering industry effectively.
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge of supervision and counselling skills:</p> <ul style="list-style-type: none"> <li>• Understand the operational goals and established strategies of the organisation</li> <li>• Understand the concepts of pressure and the causes of various pressure</li> <li>• Know about the main sources of pressure for catering industry staff, for example: <ul style="list-style-type: none"> <li>○ Welfare of staff</li> <li>○ Work procedures of the catering industry</li> <li>○ Transparency of company operations</li> <li>○ Provision of sufficient channels for staff to express their views</li> </ul> </li> <li>• Know about the methods for enhancing the efficiency of staff and reducing their pressure</li> <li>• Know about the relevant laws and regulations</li> <li>• Possess supervision and counselling skills as a leader</li> </ul> <p>2. Master supervision and counselling skills in the catering industry:</p> <ul style="list-style-type: none"> <li>• Dedicated to help staff reduce pressure in daily work, including: <ul style="list-style-type: none"> <li>○ Help staff reduce pressure and provide relevant training</li> <li>○ Train and counsel staff to improve their efficiency and confidence</li> <li>○ Assign duties according to the competencies of staff and arrange regular job rotation to enhance efficiency of staff, etc.</li> </ul> </li> <li>• Prepare clear and reasonable working guidelines, for example: <ul style="list-style-type: none"> <li>○ Deliver messages of the organisation to staff clearly</li> <li>○ Prepare concise, clear and reasonable guidelines for staff</li> <li>○ Implement supervision and management in the catering industry</li> <li>○ Observe labour legislation and Mandatory Provident Fund (MPF) regulations</li> </ul> </li> <li>• Make reasonable responses to demands from subordinates, for example: <ul style="list-style-type: none"> <li>○ Respond to the reasonable demands from subordinates promptly and sincerely</li> <li>○ Pay attention to the development of the issue, keep the promises to staff and build up mutual trust before the problem is solved</li> </ul> </li> <li>• Apply supervision and counselling expertise in the catering industry to offer training and counselling to staff</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Strictly uphold the code of conduct when applying supervision and counselling skills, with the overall interests of the organisation as a priority consideration</li> </ul>
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none"><li>• Apply supervision and counselling expertise in the catering industry to analyse, identify and determine the needs of the organisation, as well as to offer training and counselling to staff</li><li>• Implement supervision and management in the catering industry effectively</li></ul>
Remark	