

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Handle general labour disputes in the catering industry
Code	108320L4
Range	This unit of competency is applicable to managerial staff of restaurants or establishments. This UoC concerns the proper and timely handling of labour disputes in restaurants or related workplaces, so as to resolve the issues promptly without deterioration and maintain the normal operation of the restaurants.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for handling general labour disputes in the catering industry:</p> <ul style="list-style-type: none"> • Possess knowledge of the human resources management policies set by the establishments • Possess knowledge of the crux of general labour disputes in the catering industry, for example: <ul style="list-style-type: none"> ○ Arguments on salary calculation ○ Definition and compensation of overtime work ○ Reasonableness and fairness of the reward and punishment systems ○ Determination of the rights and responsibilities of different posts ○ Other disputes such as sex discrimination, racial discrimination and sexual harassment • Possess knowledge of the relevant labour laws in Hong Kong, such as: <ul style="list-style-type: none"> ○ Employment Ordinance ○ Employees' Compensation Ordinance ○ Sex Discrimination Ordinance ○ Disability Discrimination Ordinance • Possess analytical skills and critical thinking skills • Possess abilities to resolve disputes and conflicts • Possess abilities to communicate and get along with others <p>2. Handle general labour disputes in the catering industry:</p> <ul style="list-style-type: none"> • Develop or assist in developing the employee management policy of an establishment and ensure all employees are clear about it, including: <ul style="list-style-type: none"> ○ Details of the employment contracts ○ Amounts and calculation methods of salaries and compensation ○ Arrangement of holidays and rest days ○ Performance requirements ○ Requirements on behaviour and attitude ○ Criteria for promotion, disciplinary action and dismissal ○ Availability of training and development • During work, always: <ul style="list-style-type: none"> ○ Pay attention to and concern the working conditions and performance of the general staff ○ Gain insight of the areas where disputes and conflicts may happen, and prevent them if possible ○ Report to superiors when necessary and provide suggestions to prevent/resolve disputes

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	<ul style="list-style-type: none"> • When issues arise, or when complaints from employees are received, coordinate with the human resources departments promptly to handle the issues with flexibility according to the established policies, current laws, etc. • Regularly review and analyse the current policies to look for any deficiencies and take corrective measures for continuous improvement <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • During work, always uphold principles of fairness and justice to handle labour disputes impartially and in compliance with the laws and regulations • Strike an appropriate balance between the benefits of the establishments and the employees
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle labour disputes properly in a timely manner, so that the issues can be resolved without deterioration • Maintain the normal operation of restaurants through the resolution of labour disputes
Remark	