

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

Functional Area - Professional Management Skills

Title	Liaise and coordinate with law enforcement agencies related to the catering industry
Code	108321L4
Range	This unit of competency is applicable to managerial staff of restaurants or establishments. This UoC concerns the frequent contact with law enforcement agencies related to the catering industry in restaurants or related workplaces for liaising and coordinating with them the laws and regulations that restaurants should comply with, as well as the actions and measures that should be implemented, so that the catering business can proceed smoothly.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for liaising and coordinating with law enforcement agencies:</p> <ul style="list-style-type: none"> <li>• Possess knowledge of the functions and operations of government and regulatory agencies related to catering services, such as: <ul style="list-style-type: none"> <li>○ Food and Environmental Hygiene Department</li> <li>○ Liquor Licensing Board</li> <li>○ Fire Services Department</li> <li>○ Labour Department</li> <li>○ Immigration Department</li> </ul> </li> <li>• Possess knowledge of the ways of operations of the above agencies, and the laws and regulations they are responsible for</li> <li>• Possess knowledge of the policies, processes, guidelines, etc. for liaison and cooperation between the restaurants and the government/regulatory agencies</li> <li>• Possess skills to communicate and liaise with people from different strata</li> <li>• Possess a good command of written languages for reading, comprehending and writing business communications</li> </ul> <p>2. Liaise and coordinate with law enforcement agencies related to the catering industry:</p> <ul style="list-style-type: none"> <li>• Develop procedures and guidelines for staff members to communicate with and seek assistance from law enforcement agencies about matters related to the operation of catering services</li> <li>• Always update the latest contact methods of the relevant law enforcement agencies so that they can be connected promptly and effectively when needed</li> <li>• Develop procedures and guidelines for catering staff to assist in and coordinate with the work of law enforcement agencies. Foster the concepts of working in accordance with laws and regulations in staff members</li> <li>• Keep detailed records of law enforcement agencies' visits and inspections at the restaurants properly, and follow up the results</li> <li>• Cooperate with law enforcement agencies in cases of emergency or when being directed to, for example: <ul style="list-style-type: none"> <li>○ When emergencies occur, inform the law enforcement agencies quickly and describe the situations clearly</li> <li>○ Be the main contact or designate one at the venue</li> <li>○ Coordinate actions according to the instructions/suggestions of the law enforcement agencies</li> <li>○ Keep detailed records of all decisions and actions</li> <li>○ Cooperate with their follow-up investigations and/or actions</li> </ul> </li> <li>• Report to superiors on the contact of the law enforcement agencies, and the problems or follow-up issues arising from their visits and inspections</li> </ul>

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	<p>3. Exhibit professionalism</p> <ul style="list-style-type: none"><li>• Always adhere to all regulatory laws and regulations, and do not take any illegal actions due to business considerations</li><li>• Cherish and maintain the good image and records of restaurants</li></ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"><li>• Handle communication with law enforcement agencies related to the catering industry independently. Liaise and coordinate with them about the laws and regulations that restaurants should comply with</li><li>• Ensure the smooth running of restaurants' business through actions and appropriate measures coordinated between the restaurants and the law enforcement agencies</li></ul>
Remark	