

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Implement crisis management in the catering industry
Code	108322L5
Range	This unit of competency is applicable to practitioners engaged in management in restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should be able to apply crisis management knowledge and devise crisis management plans. In case of crisis, they should also be able to implement the measures set out in the crisis management plans effectively and improve the organisation by making use of the crises.
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge of crisis management in the catering industry:</p> <ul style="list-style-type: none"> • Understand the crisis management strategies of the organisation • Realise the contingency plans of the organisation in case of major difficulties • Understand the contingency of crises and its impacts • Know about crisis management theories, including: <ul style="list-style-type: none"> ○ Understand the concepts of crisis management ○ Know about the different schools of crisis management theory ○ Understand the concepts, procedures and means of devising crisis management plans • Know about the possible advantages of a crisis for an organisation and possess the ability to transform a crisis into an opportunity <p>2. Implement crisis management in the catering industry:</p> <ul style="list-style-type: none"> • Assist management to devise crisis management plans and conduct regular reviews • Deploy the contingency methods when facing major difficulties in daily work, such as: <ul style="list-style-type: none"> ○ Regularly review the work processes, maintenance of tools and facilities, etc. to prevent or reduce the chance of crises ○ Arrange working teams to review the various scopes of work in restaurants specifically ○ Devise action plans in case of crisis ○ Raise the confidence and discipline of staff by regular training and drilling • Apply crisis management knowledge, implement the measures set out in the crisis management plans and improve the operations of the organisation • Devise organisation rectification plans by making use of the crises when feasible <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Insist on working in a fair, impartial and honest manner when implementing crisis management, aiming at reducing the impact of crises on the organisation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Master crisis management theories • Evaluate the situation when facing major difficulties by the organisation and devise effective contingency plans • Implement crisis management plans and improve the organisation by making use of the crises
Remark	