

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

Functional Area - Professional Management Skills

Title	Manage automated business processes and workflow in the catering industry
Code	108327L5
Range	This unit of competency is applicable to managerial staff of restaurants or establishments. This UoC concerns the successful introduction of automated systems for catering industry in restaurants or related workplaces and the proper management of the processes and workflow, so as to improve the catering services provided to customers and create new experiences for them, thereby enhancing the image and profits of restaurants.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge of automated business processes and workflow:</p> <ul style="list-style-type: none"> <li>• Possess knowledge of the overall operation conditions and competitions of the catering industry in Hong Kong</li> <li>• Possess knowledge of automated systems in information technology and their latest development, for example: <ul style="list-style-type: none"> <li>○ Mobility of mobile phones</li> <li>○ Serviceability of cloud computing</li> <li>○ Analyticity of big data</li> </ul> </li> <li>• Possess knowledge of the contribution of the development of automated systems to various industries including the catering industry, for example: <ul style="list-style-type: none"> <li>○ Add value to catering services and bring about differentiation advantages</li> <li>○ Develop new business opportunities and create profits</li> <li>○ Assist in the transformation of services</li> </ul> </li> <li>• Possess skills to communicate and coordinate with people from different areas and strata</li> <li>• Possess leadership skills to direct subordinates and allocate resources to: <ul style="list-style-type: none"> <li>○ Plan and introduce designated automation projects</li> <li>○ Develop related policies and processes</li> <li>○ Monitor the workflows of the projects</li> <li>○ Finish the projects on time</li> </ul> </li> </ul> <p>2. Manage automated business processes and workflow in the catering industry:</p> <ul style="list-style-type: none"> <li>• Always pay attention to the current operation conditions and issues occurred in the restaurants during work</li> <li>• Study and introduce automated management systems in information technology that can be used in the restaurants, such as: <ul style="list-style-type: none"> <li>○ Communication system between chain stores</li> <li>○ Monitoring and integration management system</li> <li>○ Customer data management system</li> <li>○ Procurement management system for food acquisition and replenishment</li> <li>○ Sales and other business reporting systems</li> </ul> </li> <li>• Study and introduce automated operation systems that can be used in the restaurants, for example: <ul style="list-style-type: none"> <li>○ Systems that allow customers to complete the entire process from ordering, paying to getting food by themselves</li> <li>○ Digital communication systems (e.g. for reservation)</li> <li>○ Electronic payment system</li> <li>○ Robot waiters for delivering meals or interacting with customers in restaurants</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Other systems that perform mechanical and highly repetitive work (e.g. replacing humans to prepare fried rice)</li> <li>• Teach and train employees to use the automated systems introduced and the new workflows, ensuring that humans and systems/robots can coordinate nicely and work together</li> <li>• Monitor the workflows of the automated systems, ensuring smooth operation and minimisation of errors</li> <li>• Set a good role model to inspire other employees to accept and support the automated systems and processes</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Using professional knowledge and maintaining ethics, study and introduce automated systems for catering industry with an open attitude</li> <li>• With an impartial and pragmatic attitude, manage the workflow of the automated systems</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Properly manage the business processes and workflow of the automated systems introduced</li> <li>• Improve the catering services provided to customers, and enhance the image and profits of the restaurants</li> </ul>
Remark	