Functional Area - Professional Management Skills

Title	Establish promotion ladders and criteria for employees
Code	108328L5
Range	This unit of competency is applicable to managerial staff of restaurants or establishments. This UoC concerns the use of professional and excellent human resources management abilities to guide activities including recruitment, promotion and development of employees, as well as to establish related criteria in restaurants or related workplaces, so that a solid foundation of human resources can be laid for the restaurants.
Level	5
Credit	3

Competency	Performance Requirements
	1. Knowledge of promotion ladders and criteria for employees:
	
	• Possess knowledge of the overall operation conditions and competitions in human resources of the catering industry in Hong Kong
	• Possess knowledge of the processes and the related laws and regulations for handling labour issues in Hong Kong
	• Possess knowledge of how to perform:
	    ○ Job analysis
	    ○ Job valuation
	    ○ Job description
	    ○ Candidate specifications
	    ○ Analysis of training needs
	    ○ Promotion assessment
	• Possess skills to communicate with people from different strata and build good interpersonal relationships
	• Possess abilities for keen observation and assessment of people
	
	2. Establish promotion ladders and criteria for employees:
	
	• Use the above abilities and professional attitude to carry out duties during work, including:
	    ○ Specify job descriptions and candidate specifications for various catering posts
	    ○ Specify job titles and responsibilities for various posts in the restaurants, for example:
	        ▪ For the catering services section of Chinese restaurants: restaurant supervisor, manager, senior captain, captain, waiter, etc.
	        ▪ For western restaurants: general manager, operation manager, store manager, supervisor, server, pantry man
	        ▪ For Japanese restaurants: chef, sous-chef, chef de partie, commis, apprentice
	    ○ Develop the code of employment suitable for each catering post according to the law
	    ○ Employ/promote qualified catering staff at all levels with reasonable salaries
	    ○ Monitor, record and reward/penalise subordinates according to the work performance
	• Establish criteria for assessing employees' work performance, promotion criteria, etc., for example:
	    ○ Enthusiasm in serving customers
	    ○ Attitude to getting along with people
	    ○ Degree of commitment and responsibility

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	o Performance of skills (e.g. culinary skills)
	• Explain and promote the specified promotion ladders and criteria to employees at all levels
	• Adjust the above criteria and processes at any time according to the following conditions:
	     o Development trend of the catering industry
	     o Changes in the labour market
	     o Changes in the promotion criteria and strategies for employees by the management
	
	3. Exhibit professionalism
	
	• Always use existing knowledge and maintain professional ethics to carry out work on specifying the promotion ladders and criteria for employees wholeheartedly and impartially
	• Cherish and maintain the image of catering staff

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Successfully guide activities including recruitment, promotion and development of employees, and establish related criteria • Let employees understand and accept the specified promotion ladders and criteria
Remark	