

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Develop knowledge management for the catering industry
Code	108331L6
Range	This unit of competency is applicable to the management in restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should be able to understand the importance of knowledge-based economy and knowledge sharing among staff in an organisation, and develop knowledge management strategies as part of the new corporate operating strategies.
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge of knowledge management:</p> <ul style="list-style-type: none"> • Know about the characteristics of knowledge-based economy, including: <ul style="list-style-type: none"> ○ Evolutions and characteristics of different economic stages ○ Effects of digital technology on the economy ○ Effects of globalisation on the economy ○ The role of knowledge in the new economic era ○ New principles of operating strategies in knowledge-based enterprises, etc. • Master the basic concepts of knowledge management, such as: <ul style="list-style-type: none"> ○ Nature of knowledge management, such as data and information ○ All basic forces involved in the operations of a knowledge-based market, such as buyers and vendors, prices and their interactions ○ Importance of mutual trust and knowledge sharing among staff in an organisation ○ Reasons for failure of a knowledge-based market • Master knowledge management strategies and skills • Possess excellent governance skills and interpersonal communication skills <p>2. Develop knowledge management for the catering industry:</p> <ul style="list-style-type: none"> • Develop knowledge management for the catering industry for the organisation, including developing knowledge management strategies, as part of the corporate operating strategies • Apply knowledge management strategies deftly while at work: <ul style="list-style-type: none"> ○ Carry out knowledge marketing strategies and the applications of such tools ○ Encourage knowledge sharing, retaining and creating new knowledge through interaction and sharing ○ Implement knowledge systemisation strategies and the applications of such tools ○ Keep valuable explicit knowledge ○ Implement the selection of strategies and the six key steps for knowledge management, etc. • Always pay attention to the development of society and the industry, and review and revise the knowledge management for the catering industry developed <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Insist on working in the interests of the organisation and all stakeholders when developing knowledge management for the catering industry
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none">• Master the characteristics of knowledge-based economy and the basic concepts of knowledge management, and develop knowledge management strategies
Remark	