

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Formulate multinational enterprise management strategies in the catering industry
Code	108336L7
Range	This unit of competency is applicable to administrators engaged in management in multinational restaurant groups. While working in restaurants or relevant workplaces, practitioners should be able to master the management culture and skills in multinational enterprises and devise innovative operation strategies.
Level	7
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge of formulating multinational enterprise management strategies:</p> <ul style="list-style-type: none"> • Understand the policies and guidelines for formulating multinational enterprise management strategies in the catering industry of the organisation • Master multinational management culture and skills, including: <ul style="list-style-type: none"> ○ Effects of culture on multinational enterprise management ○ Communication skills in different cultures ○ Cross-cultural negotiation skills ○ Decision-making skills of multinational enterprises, etc. • Know about the formulation and implementation of operation strategies in multinational enterprises, including: <ul style="list-style-type: none"> ○ Formation and development of operation strategies in multinational enterprises ○ Multinational alliance and strategy implementation ○ Various kinds of organisational structures and coordination/supervision of multinational enterprises, etc. • Possess an international perspective and understand multiculturalism • Possess excellent governance skills and interpersonal skills <p>2. Formulate multinational enterprise management strategies in the catering industry:</p> <ul style="list-style-type: none"> • Based on the mastered management culture and skills in multinational enterprises, devise innovative operation strategies for the organisation • Innovate multinational enterprise management and improve the organisation's performance • Formulate strategies in respect of coordination and supervision for the organisation with a forward-thinking international perspective and the knowledge of various multinational organisations • Frequently review and revise the multinational enterprise management strategies formulated <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • When formulating multinational enterprise management strategies in the catering industry, insist on treating multinational enterprises and multinational enterprise staff members in an impartial manner
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Master the management culture and skills in multinational enterprises and devise innovative operation strategies
Remark	