

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Know about the basic operations of beverage counters in Chinese restaurants
Code	108340L1
Range	This unit of competency is applicable to practitioners of the catering services section in the catering industry and those providing beverage counter services. While working in Chinese restaurants or relevant workplaces, practitioners should know about the basic operations of beverage counters and service processes of the Chinese restaurants. They should know how to make different kinds of simple beverages and provide customers with relevant basic beverage counter services under certain guidance.
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the basic operations of beverage counters in the Chinese restaurants:</p> <ul style="list-style-type: none"> • Understand the functions of beverage counters, including: <ul style="list-style-type: none"> ○ Functions of beverage counters of Chinese restaurants ○ Different job functions of beverage counters ○ Interrelation between beverage counters and other sections, etc. • Know about the basic materials used in beverage counters, including: <ul style="list-style-type: none"> ○ Categories of materials used in the beverage counters ○ Contents of the drink/beverage list, etc. • Know about the basic beverage-making and serving skills of the beverage counters, including: <ul style="list-style-type: none"> ○ Methods and principles for making standard beverages ○ Names of various beverage-making tools and utensils, their correct usage, etc. ○ Names of various beverage service ware, their correct usage, etc. ○ Various beverage service processes, basic serving skills, etc. <p>2. Know about the basic operations of beverage counters in the Chinese restaurants:</p> <ul style="list-style-type: none"> • With the acquired knowledge, follow the instructions of the supervisors to carry out daily work • Carry out basic operations of beverage counters, including: <ul style="list-style-type: none"> ○ Make standard beverages ○ Provide relevant basic beverage counter services ○ Assist the catering services section and the sales section, etc. • Provide services to customers and maintain good relationships with them <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always apply the knowledge of the operations of beverage counters in the Chinese restaurants to provide services for the organisation and customers wholeheartedly
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Have basic understanding of the operations of beverage counters in the Chinese restaurants, including the functions, standard beverage-making processes and service processes, hence be capable of working in different types of Chinese restaurants • Coordinate with the overall operations of restaurants and provide customers with basic beverage counter services under guidance
Remark	