

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 beverage services in Chinese restaurants
Code	108341L1
Range	This unit of competency is applicable to practitioners of the catering services section in the Chinese restaurants and those providing beverage counters services. While working in Chinese restaurants or relevant workplaces, practitioners should know about the common tea leaves and Chinese wine, and be capable of using simple tea-making and wine-serving skills under guidance to provide customers with general beverage services of Chinese restaurants, such as tea-making, tea-serving and wine-serving.
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the basic beverage services of Chinese restaurants:</p> <ul style="list-style-type: none"> • Know about common tea leaves, including: <ul style="list-style-type: none"> ○ Know about the names and tastes of common tea leaves ○ Know about the basic storage methods of tea leaves, etc. • Master basic tea-making skills, including: <ul style="list-style-type: none"> ○ Normal amount of tea leaves for tea-making ○ Skills to clean tea leaves and heat up tea pots ○ Names of basic tea-making tools and utensils, etc. • Master basic tea-serving skills, including: <ul style="list-style-type: none"> ○ Understand basic tea-making service processes ○ Master common tea-serving skills, etc. • Know about basic serving skills of general wine served in Chinese restaurants, including: <ul style="list-style-type: none"> ○ Names of general wine served in Chinese restaurants ○ Names of basic wine ware ○ Basic wine-serving processes and skills, etc. <p>2. Know about the basic beverage services of Chinese restaurants:</p> <ul style="list-style-type: none"> • With the acquired knowledge, follow the instructions of the supervisors to carry out daily work • Provide beverage services of Chinese restaurants, including: <ul style="list-style-type: none"> ○ Serve customers as a catering services process by using tea-making and wine-serving skills ○ Assist the catering services section and the sales section • 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 beverages served in 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"> • Know about common tea leaves and Chinese wine, and under certain guidance, be capable of using simple tea-making and wine-serving skills to provide customers with general beverage services of Chinese restaurants, such as tea-making, tea-serving and wine-serving
Remark	