

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 table services
Code	108342L1
Range	This unit of competency is applicable to practitioners of the catering services section in the catering industry. While working in restaurants or relevant workplaces, practitioners should understand the basic catering services, including general service processes, basic table services and preparatory work before serving, and assist the catering services section in providing services to customers under guidance.
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the catering services:</p> <ul style="list-style-type: none"> • Know about the concept of basic services, such as understanding: <ul style="list-style-type: none"> ○ Definition of services ○ Basic principles of customer services • Know about basic customer service processes, including to understand: <ul style="list-style-type: none"> ○ Definition of quality services ○ Standard service processes ○ Sequence of the established services ○ Functions and operations of different sections in restaurants, etc. • Know about basic table service skills, including to master: <ul style="list-style-type: none"> ○ Names of basic tableware ○ Basic ways to use trays ○ Ways to arrange tables/chairs and tablecloth ○ Ways to fold napkins and arrange tableware, etc. • Master basic preparatory work before serving, including to understand: <ul style="list-style-type: none"> ○ Must-know about the preparatory work before serving ○ Importance and methods of tidying and cleaning, etc. • Know about the particularities of the jobs of catering practitioners, and the importance of obedience and team work <p>2. Know about the basic catering services:</p> <ul style="list-style-type: none"> • In accordance with the service concepts and principles, during the course of work, practitioners should serve customers to: <ul style="list-style-type: none"> ○ Care for the needs, taboos and preferences of customers of different nationalities ○ Use appropriate expressions of customer services ○ Take orders, and master the basic contents to be taken, methods and keys to note when writing orders • Fully coordinate with the servers in the catering industry: <ul style="list-style-type: none"> ○ Job nature ○ Working hours ○ Environment ○ Work scope, etc. • Use the style of conversation and etiquette required for catering practitioners • Apply catering service skills to assist the catering services section in providing services to customers

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	<p>3. Exhibit professionalism</p> <p>Always apply the knowledge of basic catering services and self-cultivation to provide services to customers wholeheartedly</p>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Understand the general service processes of the catering industry and the basic knowledge of table services, and assist the catering services section in providing services to customers under guidance• Know about the job nature, working hours, environment, work scope, etc. of servers in the catering industry
Remark	