

**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 pantry (dish delivery) services
Code	108344L1
Range	This unit of competency is applicable to pantry practitioners in the Chinese restaurants. While working in Chinese restaurants or relevant workplaces, practitioners should know about the basic operations of dish delivery, usage of sauces and storage of different types of saucers, containers, silverware, etc. under guidance.
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the pantry services:</p> <ul style="list-style-type: none"> <li>• Understand the operations of dish delivery, including: <ul style="list-style-type: none"> <li>○ Functions of dish delivery</li> <li>○ Operation range of dish delivery</li> <li>○ Ways of communication with different sections such as the production section</li> <li>○ Know about the table number, room number, the best operation route, etc.</li> </ul> </li> <li>• Master dish delivery skills, including: <ul style="list-style-type: none"> <li>○ Effective ways to use trays</li> <li>○ The recording system for dish delivery and arrangement</li> <li>○ Names, usage and storage methods of different kinds of saucers, containers, silverware, plate covers, drunken shrimp casserole, etc.</li> </ul> </li> <li>• Know about the matching between sauces and food, and the storage methods, including: <ul style="list-style-type: none"> <li>○ Names and tastes of basic sauces</li> <li>○ Matching between sauces and food</li> <li>○ Procedures and methods for storage of basic sauces, etc.</li> </ul> </li> <li>• Possess the attitude and service spirit of being willing to communicate with others</li> </ul> <p>2. Know about the basic pantry (dish delivery) services:</p> <ul style="list-style-type: none"> <li>• With the acquired knowledge, follow the instructions of the supervisors to carry out daily work</li> <li>• Apply the operation skills of dish delivery, including: <ul style="list-style-type: none"> <li>○ Master the basic operation skills of dish delivery to serve customers</li> <li>○ Collaborate with other sections to provide food services, etc.</li> </ul> </li> <li>• Maintain good relationships with customers to enhance their impression of the restaurants</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Always apply the knowledge of pantry (dish delivery) services to provide services for the organisation and customers wholeheartedly</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Master the basic operations of dish delivery and collaboration with other sections under guidance in accordance with the requirements of the organisation</li> </ul>
Remark	