

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Master banquet serving skills in the Chinese restaurants
Code	108351L2
Range	This unit of competency is applicable to practitioners of the catering services section in the Chinese restaurants. While working in Chinese restaurants or relevant workplaces, practitioners should be able to provide Chinese banquet services to customers in accordance with the working guidelines.
Level	2
Credit	9
Competency	<p>Performance Requirements</p> <p>1. Knowledge of banquet serving skills in the Chinese restaurants:</p> <ul style="list-style-type: none"> • Know about the concepts and procedures of Chinese banquet services, including: <ul style="list-style-type: none"> ○ Differences between banquets for wedding, birthday, red egg and ginger and other celebrations ○ Requirements of equipment and services for different types of banquets ○ Ballrooms for different types of banquets and their settings ○ Matching up different service environments with different banquets, etc. • Master the serving skills of Chinese banquets, including: <ul style="list-style-type: none"> ○ Serving procedures of banquets for wedding, birthday, red egg and ginger banquets and other celebrations ○ Skills of setting up equipment for different types of banquets and their required services ○ Contents of menus used in banquets, etc. • Possess basic knowledge of Chinese culture and etiquette <p>2. Master banquet serving skills in the Chinese restaurants:</p> <ul style="list-style-type: none"> • With the banquet serving skills in the Chinese restaurants acquired, follow the instructions of the supervisors to carry out daily work • Apply the serving skills of Chinese banquets appropriately to provide quality banquet services to customers • Apply the concepts and techniques mentioned above fully when providing banquet services • Maintain good contact and communication with customers to enhance the overall image of the restaurant <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always take the interests and needs of customers as the priority consideration when providing banquet services in the Chinese restaurants
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Acquire knowledge of the serving skills, venue set-up and contents of menus for different types of banquets under guidance in order to provide quality banquet services to customers
Remark	