

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 Western beverage services
Code	108352L2
Range	This unit of competency is applicable to practitioners of the catering services section in restaurants. While working in western restaurants or relevant workplaces, practitioners should be able to provide western beverage services to customers in accordance with the working guidelines.
Level	2
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the basic western beverage services:</p> <ul style="list-style-type: none"> • Know about the concepts of western catering services and various catering skills, including: <ul style="list-style-type: none"> ○ Know the names and methods of use of common western tableware ○ Master the skills of setting up common western tableware, etc. • Know about different types of western wine, including: <ul style="list-style-type: none"> ○ Identify different wines and their storage methods, such as: <ul style="list-style-type: none"> ▪ Red wines ▪ White wines ▪ Champagnes ○ Acquire basic knowledge of common cocktails ○ Know about the basic ingredients for brewing, etc. • Possess basic knowledge of western culture and etiquette <p>2. Know about the basic western beverage services:</p> <ul style="list-style-type: none"> • With the skills of western beverage services acquired, follow the instructions of the supervisors to carry out daily work • Apply the western beverage services appropriately to provide western beverage services to customers • Introduce appropriate western wines to customers to match their choice of western beverages • 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 basic western beverage services
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Master general skills of western beverage services and the storage methods of various western wines under guidance
Remark	