

**Specification of Competency Standards**  
**for the Catering Industry**  
**Unit of Competency**

Functional Area - Professional Skills for the Table Service Section

Title	Master pantry (dish delivery) services
Code	108353L2
Range	This unit of competency is applicable to practitioners of the pantry section in the Chinese restaurants. While working in Chinese restaurants or relevant workplaces, practitioners should be able to support the operation of the pantry section and coordinate with other sections in accordance with the working guidelines for providing services to customers.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of pantry (dish delivery) services:</p> <ul style="list-style-type: none"> <li>• Master the procedures of various pantry services, including: <ul style="list-style-type: none"> <li>○ Understand the serving procedures for lunch, dinner and different banquets</li> <li>○ Know how to match up dressings and sauces with food and the serving sequences</li> <li>○ Coordinate with different production sections for the best serving time in banquets for wedding, birthday, red egg and ginger, etc.</li> </ul> </li> <li>• Know about the cooking and filling methods of rice and congee, including: <ul style="list-style-type: none"> <li>○ Know how to cook rice and congee, and how to keep them warm</li> <li>○ Know the methods and skills of filling rice</li> </ul> </li> <li>• Know how to recycle materials, such as: <ul style="list-style-type: none"> <li>○ Identify the useful residues in the area where one works</li> <li>○ Reduce costs by recycling the materials left behind</li> </ul> </li> <li>• Master the skills and etiquette for interacting with people</li> </ul> <p>2. Master pantry (dish delivery) services:</p> <ul style="list-style-type: none"> <li>• With the knowledge of the pantry (dish delivery) services acquired, follow the instructions of the supervisors to carry out daily work</li> <li>• Use the acquired skills for preparing and storing appetizers to prepare and store appetizers</li> <li>• Perform duties for supporting other sections of the restaurant, such as: <ul style="list-style-type: none"> <li>○ Coordinate food delivery work in other sections</li> <li>○ Arrange food packaging</li> </ul> </li> <li>• Maintain good contact and communication with customers, and improve the overall efficiency of the catering services section</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Always maintain a good attitude and appearance to meet customers when providing pantry (dish delivery) services</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 various service procedures of the pantry section</li> <li>• Master the skills of cooking rice and congee</li> <li>• Master the skills of preparing and storing appetizers</li> </ul>
Remark	