

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Manage the table services section in Chinese restaurants
Code	108369L4
Range	This unit of competency is applicable to practitioners engaged in management in Chinese restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should master the management knowledge and concepts of operation management in Chinese restaurants in order to implement management of the catering services section effectively.
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge of managing the catering services section in the Chinese restaurants:</p> <ul style="list-style-type: none"> • Know about the different basic functions in management, including the elements of management, such as: <ul style="list-style-type: none"> ○ Planning ○ Organisation ○ Coordination ○ Human resources ○ Guidance ○ Control and evaluation • Master the basic knowledge of management, for example, to understand: <ul style="list-style-type: none"> ○ Effects of psychology on management operation in the Chinese restaurants ○ Relationship between quality control and management operations in the Chinese restaurants, etc. • Master the concepts of modern operation management in restaurants • Master the impact of market trends on modern management and traditional operations • Possess the skill to communicate with staff at all levels <p>2. Manage the catering services section in the Chinese restaurants:</p> <ul style="list-style-type: none"> • Manage the catering services section in the Chinese restaurants properly during the course work • When operating restaurants, implement the management of the catering services section, such as: <ul style="list-style-type: none"> ○ Duties such as recruitment, selection, employment, training and assessment ○ Duties such as food hygiene, environmental control and overall maintenance in restaurants ○ General procurement duties, etc. • Maintain effective communication with all staff of the catering services section and improve their work efficiency • Maintain good relationships with customers, and enhance the image and business volume of restaurants <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Manage the catering services section in the Chinese restaurants in a fair and impartial manner to balance the interests of staff and the organisation, with serving customers as the ultimate goal
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none">• Master the knowledge of management• Formulate restaurant management strategies and apply them to the operation management of Chinese restaurants effectively
Remark	