

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Implement overall management of the table services section in Chinese restaurants
Code	108370L5
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 principles and skills of management, and apply them in restaurants. They should also be able to analyse the management culture in Chinese restaurants and develop an integrated management approach with the support of western services and psychology theories.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the management of the catering services section in the Chinese restaurants:</p> <ul style="list-style-type: none"> • Know about the skills required for managers, including: <ul style="list-style-type: none"> ○ Technicality ○ Interpersonal relationship ○ Conceptualisation, etc. • Master the principles and skills of management, such as: <ul style="list-style-type: none"> ○ Know how to establish and maintain a good restaurant image ○ Possess sound communication skills • Master the management culture in Chinese restaurants, including: <ul style="list-style-type: none"> ○ Understand the management objectives and philosophy in different corporate cultures ○ Understand the changes in integrating the Chinese traditional catering management into modern management ○ Understand the catering services required by different levels of Chinese restaurants ○ Understand modern business philosophy and create innovative management culture, etc. • Master the impact of market trends on modern management and traditional operations <p>2. Manage the catering services section in the Chinese restaurants:</p> <ul style="list-style-type: none"> • Apply management theories to the overall operations of restaurants • Implement the overall management of the catering services section in the Chinese restaurants properly during the course of work, for example: <ul style="list-style-type: none"> ○ Apply the management skills ○ Support with western services and psychology theories ○ Implement and monitor the overall management of the catering services section • 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"> • Always implement the overall management of the catering services section in the Chinese restaurants in a fair and impartial manner, with serving customers as the ultimate goal

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Master the principles and skills of management, and apply them in the operations of restaurants• Analyse the management culture in Chinese restaurants and develop an integrated management approach with the support of western services and psychology theories
Remark	