

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Manage restaurant food service operation
Code	108371L5
Range	This unit of competency is applicable to common management staff of catering establishments. This UoC concerns the management of the restaurant food service operation in restaurants or related workplaces, making use of professional knowledge and skills, to ensure the standards and expectations set by the establishment are achieved.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for managing restaurant food service operation:</p> <ul style="list-style-type: none"> • Possess knowledge of the status of catering industry in Hong Kong, such as the overview and manpower competition in the industry • Possess knowledge of the established operational goals, market positioning, strategies, allocated resources, etc. of the establishment • Fully aware of that the catering service is a form of service that customers consider to have the best value of consumption. Possess good knowledge of the major contents of catering services, including: <ul style="list-style-type: none"> ○ Provide customers with a range of related equipment and utensils, such as tableware, dishes and drinks ○ Assist customers in a range of activities related to dining ○ Be customer-oriented and provide a range of customized catering services • Possess ability to observe and evaluate people sensitively • Possess good organizing and leading skills <p>2. Manage restaurant food service operation:</p> <ul style="list-style-type: none"> • Develop or assist in developing establishment's catering service guidelines, including: <ul style="list-style-type: none"> ○ Types and coverage of services ○ Equipment required ○ Service standard ○ Workflow of services ○ Other special catering services • Define the workflow of the catering services and details of each step of work for staff's reference, including: <ul style="list-style-type: none"> ○ Reservation ○ Greeting guests ○ Escorting ○ Ordering ○ Serving (food and drinks) ○ Offering bills ○ Seeing guests off • Train and arrange appropriate staff and amount of manpower to handle various catering service posts • Monitor employees' performance during the provision of services. Provide guidance and ways of improvement when necessary • Collect and value the feedback and suggestions provided by customers about the catering services offered • Adjust the levels and processes of the above-mentioned catering services at any time according to below situations:

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	<ul style="list-style-type: none"> ○ Feedback and suggestions of customers, such as requests for gueridon service (tableside service) ○ Changes in food trends, such as automatic hot pot becoming popular ○ Business status, such as sudden increase/decrease in the number of customers ○ Changes in management strategies <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Establish communication channel with customers and working guidelines • Cherish and maintain the image as a catering service professional
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Successfully manage the operation of catering services in accordance with the established standards and expectations • Make customers feel satisfied with the catering services provided, laying a solid foundation for the overall business of the establishment
Remark	