

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Production Section

Title	Manage the operations of the kitchen
Code	108500L5
Range	This unit of competency is applicable to practitioners of the production section engaged in management in Chinese restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should be able to manage the operations of the kitchen including kitchen design, administration and production processes, and coordinate the communications with other sections so as to improve food quality.
Level	5
Credit	10
Competency	<p>Performance Requirements</p> <p>1. Knowledge of managing the operations of the kitchen:</p> <ul style="list-style-type: none"> • Master the design of the kitchen, including: <ul style="list-style-type: none"> ○ Requirements of kitchen design, including: <ul style="list-style-type: none"> ▪ Restaurant theme ▪ Size ▪ Food types ▪ Operation processes, etc. ○ Observe safety and other legal requirements, including: <ul style="list-style-type: none"> ▪ Fire safety ▪ Energy ▪ Sanitation ▪ Drainage, etc. ○ Purposes and ancillary requirements of various kitchen tools, machines, equipment and relevant facilities ○ Know about the different sections of the kitchen: <ul style="list-style-type: none"> ▪ Demands ▪ Operation processes ▪ Spatial arrangements, etc. • Master the training skills for staff of the kitchen section and other sections • Possess good interpersonal relationships with staff at all levels and other parties <p>2. Manage the operations of the kitchen:</p> <ul style="list-style-type: none"> • Manage materials and ingredients in the kitchen during daily work, including: <ul style="list-style-type: none"> ○ Manage materials and ingredients, ingredient sources, procurement, supply and inventory of the kitchen ○ Maintain and repair all kinds of kitchen equipment, machines and tools • Arrange the operations of kitchen, including: <ul style="list-style-type: none"> ○ Define the functions of different posts ○ Assign roster, manpower and duty arrangements according to business needs • Manage the production processes in the kitchen, including: <ul style="list-style-type: none"> ○ Determine the standards of the menus and keep the production methods consistent ○ Coordinate different sections and posts for the production in accordance with the targets of the restaurant • Coordinate and maintain good communications with the catering services section in order to keep the restaurant targets consistent, taking the reasonable requests of customers into consideration with priority • Participate in running the restaurant, including:

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	<ul style="list-style-type: none"> ○ Maintain frequent communications with the management of the catering services section in order to improve food quality ○ Design new dishes and menus, and make a concerted effort to run the restaurants ○ Collect market information and understand the changes in the catering market ○ Master the characteristics of customers to formulate appropriate marketing strategies ○ Communicate with the mass media effectively ○ Calculate food prices and analyse costs, etc. ● Handle administration work in the kitchen, including: <ul style="list-style-type: none"> ○ Assist in the application and renewal of various licenses ○ Keep all kinds of files, documents and menus as record ○ Handle personnel recruitment and establishment of reward and punishment systems for motivating staff ○ Lead various kinds of meetings and study groups ○ Operate audio, visual and recording equipment, and perform word processing on the computer ○ Maintain good relationships with the industry and professional groups ● Solve technical problems, including: <ul style="list-style-type: none"> ○ Solve problems on cooking techniques ○ Assist staff in solving technical problems, etc. ● Always discuss with the supervisors and seek their opinions on the operational management of the kitchen <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Manage the operations of the kitchen in a fair and impartial manner, balancing the interests of restaurants, staff and customers
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ● Master the skills of kitchen design, administration, human resources arrangement and material allocation ● Manage the production processes, solve technical problems, coordinate the communications with other sections and participate in running the restaurant
Remark	