

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Production Section

Title	Implement quality management in the catering industry
Code	108502L5
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 fully apply the knowledge of quality management, inspect product quality and devise strategies to enhance product quality.
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge of quality management in the catering industry:</p> <ul style="list-style-type: none"> • Master the methods of maintaining and enhancing product quality, including: <ul style="list-style-type: none"> ○ Understand the concepts of quality management ○ Understand the standards and mechanisms of modern quality management ○ Techniques and standards of quality control in the production process ○ Prepare, implement and maintain standard menus, etc. • Understand the overall development of the catering industry and the requirements of society on quality management in the catering industry • Possess good interpersonal relationships with staff at all levels and other parties <p>2. Implement quality management in the catering industry:</p> <ul style="list-style-type: none"> • Strictly implement quality management in the catering industry in accordance with the established strategies and procedures at work • Apply the implementation skills of quality management, including: <ul style="list-style-type: none"> ○ Implement quality management strategies in person ○ Train staff for the implementation of quality management strategies, etc. • Review the effectiveness of the quality management in the catering industry from time to time and propose suggestions for improvement <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Adhere to the implementation of quality management in the catering industry to enhance the standard and image of the restaurant and even the industry as a whole
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Fully apply the knowledge of quality management and inspect product quality • Implement quality management strategies and train staff for doing it
Remark	