

**Specification of Competency Standards**  
**for the Catering Industry**  
**Unit of Competency**

Functional Area - Sales and Service Skills

Title	Coordinate banquet services in the catering industry
Code	108511L4
Range	This unit of competency is applicable to practitioners of the sales section and those engaged in management in restaurants. While working in restaurants or relevant workplaces, practitioners should be able to coordinate various kinds and styles of banquet services according to customer requirements.
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge of banquet services</p> <ul style="list-style-type: none"> <li>• Understand the capability of the restaurant to coordinate banquet services such as: <ul style="list-style-type: none"> <li>○ Quality of food</li> <li>○ Setting of the venue</li> <li>○ Manpower planning</li> <li>○ Ancillary facilities</li> </ul> </li> <li>• Master the knowledge about banquets coordination <ul style="list-style-type: none"> <li>○ Master the relevant duties such as equipment preparation</li> <li>○ Liaise and communicate with other sections in various kinds of banquets</li> <li>○ Understand the job allocations of different sections</li> <li>○ Communicate and liaise with relevant parties of other industries</li> </ul> </li> <li>• Control the cost of banquet menu <ul style="list-style-type: none"> <li>○ Understand design of menu and combination of dishes</li> <li>○ Understand the effects of the sources of seasonal ingredients on costs</li> <li>○ Master the share of menu costs and the calculation of profit margins</li> </ul> </li> <li>• Good interpersonal and leading skills</li> </ul> <p>2. Coordinate banquet services</p> <ul style="list-style-type: none"> <li>• Design and coordinate the banquet services with relevant knowledge according to the requirements of customer at work <ul style="list-style-type: none"> <li>○ Prepare ordinary menus according to customer requirements</li> <li>○ Prepare various kinds of menus for celebration such as: <ul style="list-style-type: none"> <li>○ Wedding</li> <li>○ Birthday</li> <li>○ Red egg and ginger banquets, etc.</li> </ul> </li> </ul> </li> <li>• Improve the reputation of catering establishments through providing banquet services</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Coordinate banquet services in a professional and responsible manner, and to always fulfil the needs and expectations of customers.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Coordinate various kinds of banquets; and</li> <li>• Prepare banquet menus according to customer requirements and profit margin specified by the organization</li> </ul>
Remark	