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

## Functional Area - Sales and Service Skills

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 Performance Requirements  1. Knowledge of banquet services  • Understand the capability of the restaurant to coordinate banquet services such as:  • Quality of food  • Setting of the venue  • Manower planning  • Ancillary facilities  • Master the knowledge about banquets coordination  • Master the relevant duties such as equipment preparation  • Liaise and communicate with other sections in various kinds of banquets  • Understand the job allocations of different sections  • Communicate and liaise with relevant parties of other industries  • Control the cost of banquet menu  • Understand design of menu and combination of dishes  • Understand design of menu and combination of profit margins  • Good interpersonal and leading skills  2. Coordinate banquet services  • Design and coordinate the banquet services with relevant knowledge according to the requirements of customer at work  • Prepare ordinary menus according to customer requirements  • Prepare various kinds of menus for celebration such as:  • Wedding  • Birthday  • Red egg and ginger banquets, etc.  • Improve the reputation of catering establishments through providing banquet services  3. Exhibit professionalism  • Coordinate banquet services in a professional and responsible manner, and to always fulfil the needs and expectations of customers.  Assessment  Criteria  Prepare banquet menus according to customer requirements and profit margin specified by the organization	Title	Coordinate banquet services in the catering industry
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