

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

Functional Area - Generic Skills

Title	Observe the prescribed personal conduct and behavioral requirements
Code	108531L1
Range	This unit of competency is applicable to staff at different posts in catering establishments. This UoC concerns the continuous observance of prescribed personal conduct and behavioural requirements in catering establishments or related workplaces, to establish the overall image of individuals and establishments.
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about personal conduct and behavioural requirements:</p> <ul style="list-style-type: none"> <li>• Possess knowledge of the requirements of establishments on the personal conduct and behaviours of employees (if any)</li> <li>• Possess knowledge of the importance and necessity for observing the prescribed personal conduct and behavioural requirements of the establishments</li> <li>• Possess knowledge of the general expectations of customers for establishment employees</li> <li>• Possess a sense of professionalism</li> </ul> <p>2. Observe the prescribed personal conduct and behavioural requirements:</p> <ul style="list-style-type: none"> <li>• During work, always observe the behavioural requirements. For example: <ul style="list-style-type: none"> <li>○ Report for duty according to the duty roster with no lateness or early departure</li> <li>○ Do not absent from work for no reason</li> <li>○ Put on a designated uniform (if any) or the required clothing</li> <li>○ Put on a designated name plate to show the name and post</li> <li>○ Follow the instructions of supervisor or management to work</li> <li>○ Try to meet other behavioural requirements as much as possible</li> </ul> </li> <li>• During work, always observe the requirements on personal conduct. For example: <ul style="list-style-type: none"> <li>○ No smoking or drinking</li> <li>○ No gambling or leisure activities</li> <li>○ No loafing or sleeping</li> </ul> </li> <li>• Do not do anything that will tarnish the image or even violate the law. For example: <ul style="list-style-type: none"> <li>○ Do not handle personal matters during work</li> <li>○ Do not accept advantages while performing duties</li> <li>○ Do not disclose any confidential information about the establishment or customers</li> </ul> </li> <li>• Seek explanation or clarification from supervisor when in doubt about the above issues</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Strictly observe all the prescribed personal conduct and behavioural requirements, and do not violate them wilfully</li> <li>• Cherish and maintain the professional image of catering staff</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Observe all the prescribed personal conduct and behavioural requirements</li> <li>• Enhance the overall professional image of individuals and establishments</li> </ul>
Remark	