

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

Functional Area - Generic Skills

Title	Know about the application of information technology in the catering industry
Code	108532L1
Range	This unit of competency is applicable to staff of catering establishments or related workplaces. This UoC concerns the acquisition of the latest development in information technology under guidance, particularly about its application in the catering industry, to understand the tangible and intangible rewards that catering establishments can earn from it.
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the application of information technology in the catering industry:</p> <ul style="list-style-type: none"> <li>• Possess knowledge of establishments' attitude towards and guidelines on adopting information technology (if any)</li> <li>• Possess knowledge of the latest development of information technology and the areas its application can cover</li> <li>• Understand that the current information technology is not limited to desktop computers or personal computers, which also includes: <ul style="list-style-type: none"> <li>○ Cloud computing applications</li> <li>○ The Internet</li> <li>○ Wireless information systems</li> <li>○ Mobile apps</li> </ul> </li> <li>• Possess knowledge of the advantages of applying information technology in the catering industry, for example: <ul style="list-style-type: none"> <li>○ Obtain the required data and information at work quickly and precisely</li> <li>○ Perform advanced analysis using information in depth</li> <li>○ Control cost effectively</li> <li>○ Save operating costs</li> <li>○ Enhance the image of establishments</li> </ul> </li> </ul> <p>2. Know about the application of information technology in the catering industry:</p> <ul style="list-style-type: none"> <li>• During work, follow guidelines and use self-learning approach to understand how to apply information technology to different areas of the establishments, for example: <ul style="list-style-type: none"> <li>○ The Internet and other peripheral devices can accelerate the overall development of the catering business</li> <li>○ Ordering through wireless network increases the proportion of takeout orders rapidly</li> <li>○ Cloud solutions suitable for use in the catering industry appear</li> <li>○ Large amounts of data (even big data) are used in operation management</li> <li>○ Frontline information systems, such as: <ul style="list-style-type: none"> <li>▪ Reservation/Usher management system</li> <li>▪ Ordering system</li> <li>▪ Cash register system</li> </ul> </li> <li>○ Second-line information systems, such as: <ul style="list-style-type: none"> <li>▪ Catering services/kitchen communication system</li> <li>▪ Inventory and procurement management system</li> <li>▪ Nutritional diet system</li> <li>▪ Customer management system</li> </ul> </li> </ul> </li> <li>• Learn how to use/operate various kinds of information technology equipment installed or adopted, such as:</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Terminal</li> <li>○ Server</li> <li>○ Router</li> <li>○ Handheld device</li> </ul> <ul style="list-style-type: none"> <li>● Set a good role model to inspire other employees to uphold the attitude towards accepting and learning new things/technologies</li> <li>● Report to supervisor on the problems encountered when learning the application of information technology in the establishments</li> <li>● Seek guidance or explanation from supervisor when in doubt about the above issues</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● During work, always keep an open attitude towards learning new things and technologies including information technology to cope with the work at different catering posts</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>● Under guidance or by self-learning, understand the application areas and methods of information technology in the catering industry</li> <li>● Master the use or operation of various kinds of information technology equipment installed or adopted</li> </ul>
Remark	