

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

Functional Area - Generic Skills

Title	Observe government legislation in restaurants
Code	108535L1
Range	This unit of competency is applicable to staff responsible for the catering services section and staff involved in work related to operation management in catering establishments. This UoC concerns the timely detection and handling of activities that violate government legislation occurred in restaurants or related workplaces, to establish the image of restaurants and fulfil the requirements of law enforcement agencies.
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge for obeying government legislation:</p> <ul style="list-style-type: none"> <li>• Possess knowledge of the importance and necessity of obeying government legislation in restaurants</li> <li>• Possess knowledge of the requirements of government law enforcement agencies for restaurants to assist in enforcing related legislation</li> <li>• Possess knowledge of the laws commonly applied to restaurants that are enforced by practitioners, for example, issues related to: <ul style="list-style-type: none"> <li>○ No smoking</li> <li>○ No gambling</li> <li>○ Public health</li> <li>○ Legal drinking age</li> </ul> </li> <li>• Possess skills to communicate with customers and build interpersonal relationships</li> </ul> <p>2. Observe government legislation in restaurants:</p> <ul style="list-style-type: none"> <li>• Properly acquire knowledge of the contents of the government legislation that needs to be enforced in restaurants under supervisors' guidance and with personal hard work</li> <li>• While on duty, assist in monitoring whether customers or others have violated government legislation, for example: <ul style="list-style-type: none"> <li>○ Smoking in non-smoking areas of restaurants</li> <li>○ Illegal gambling in restaurants</li> <li>○ Violations of public health laws, such as spitting, conniving at urinating and defecating anywhere by children, etc.</li> <li>○ People under the age of 18 drinking in restaurants</li> <li>○ Other illegal behaviours and activities</li> </ul> </li> <li>• Politely but firmly: <ul style="list-style-type: none"> <li>○ Point out to the relevant parties their illegal activities</li> <li>○ Advise relevant parties to stop the illegal activities</li> </ul> </li> <li>• When necessary: <ul style="list-style-type: none"> <li>○ Report to supervisor about cases of government legislation violations</li> <li>○ Report to relevant government agencies or law enforcement officers</li> </ul> </li> <li>• Keep an eye out for revisions to relevant government legislation, amendments to the implementation, etc.</li> </ul> <p>3. Exhibit professionalism</p> <p>While working in the restaurants, monitor activities that violate government legislation wholeheartedly and handle them on a fair and equitable basis</p>

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Timely detect activities that violate government legislation occurred in restaurants</li><li>• Promptly and properly handle activities that violate government legislation</li></ul>
Remark	