

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Generic Skills

Title	Know about the basic POS computer system
Code	108538L2
Range	This unit of competency is applicable to all practitioners who work in Chinese restaurants or related workplaces. Practitioners should be able to use a basic POS (point of sale) computer system under guidance to take orders, manage customers' bills, close bills, analyse sales figures, etc.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the basic POS computer system:</p> <ul style="list-style-type: none"> • Understand the basic functions of the POS computer system, such as: <ul style="list-style-type: none"> ○ The components of the system, its working principles, basic functions, etc. ○ The keypad arrangements of different pages of the system • Master the procedures for operating the basic POS computer system • Understand the related guidelines for operating the basic POS computer system by the restaurants or establishments (if any) <p>2. Know about the basic POS computer system:</p> <ul style="list-style-type: none"> • Start and operate the basic POS computer system according to the established procedures, including: <ul style="list-style-type: none"> ○ Log in the system ○ Create bills for individual customers ○ Enter basic information such as table number, location, headcount, etc. ○ Print customers' bills, etc. • Proper use of the basic POS computer system functions, including: <ul style="list-style-type: none"> ○ Open and close bills ○ Manage customers' bills, etc. • Take corresponding measures when the POS computer system encounters problems, such as: <ul style="list-style-type: none"> ○ Change to manual operation ○ Restart the POS computer system ○ Seek assistance for the POS computer system, etc. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • While working in restaurants or relevant workplaces, make every effort to ensure operating the basic POS computer system correctly and with integrity, so as to manage and analyze business data
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Understand the functions of the basic POS computer system under guidance, including creating orders for the production section, managing customers' accounts, closing bills, analyzing sales figures, etc. • Take effective measures when the POS computer system encounters problems
Remark	