

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Generic Skills

Title	Provide additional supporting services for restaurant customers
Code	108539L2
Range	This unit of competency is applicable to staff at different posts in catering establishments. This UoC concerns the supporting services provided for customers in catering establishments or related workplaces, in addition to the general catering services, so as to take care of the immediate needs of customers, thereby enhancing the image of restaurants and increasing the sense of belonging of customers.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of supporting services in the catering industry:</p> <ul style="list-style-type: none"> • Possess knowledge of the basic principles of 'service-oriented' and 'customers first' • Possess knowledge of the establishments' guidelines or criteria of the additional supporting services of restaurants (if any) • Understand that customers expect not only tangible goods, but also intangible services • Possess skills to communicate with customers and build good interpersonal relationships • Adhere to the practices for keeping connection with customers with professional ethics, for example: <ul style="list-style-type: none"> ○ Kind service attitude ○ Service time as long as possible ○ Service waiting time as short as possible ○ Provide additional supporting services at an appropriate time, ranging from the core services of restaurants to additional services out of restaurants' normal business area ○ Create neighbourhood relationships <p>2. Provide additional supporting services for restaurant customers:</p> <ul style="list-style-type: none"> • While on duty, take care of customers' needs proactively and respond to their requests promptly • Always adhere to the professional attitude and provide appropriate additional services to meet customers' requests and needs, for example: <ul style="list-style-type: none"> ○ Take photos for customers on request ○ Cut cakes for customers or help certain customers (e.g. children) cut cakes ○ Participate in customers' celebration activities briefly, e.g. singing a birthday song ○ Provide additional services with prior agreements, such as acting as the master of the program ○ Storage and retrieval of wines ○ Other reasonable services that can satisfy customers' needs • Provide additional services out of restaurants' core business area to customers as far as possible, for example: <ul style="list-style-type: none"> ○ Hailing taxis for customers ○ Lost and found items ○ Storage for other items ○ Charged or free photocopying, faxing and phoning services ○ Charged or free masks, raincoats, umbrellas and sterilised tissues ○ First-aid kits

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	<ul style="list-style-type: none"> • Review the above supporting services, complementing the catering services, to enhance the following of customers towards the restaurants: <ul style="list-style-type: none"> ○ Trust and reliability ○ Positive reaction ○ Sense of belonging • Set a good role model to inspire other employees to uphold a service-oriented work attitude • Give suggestions to supervisor on how to improve the methods and arrangements of customer services <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always use existing knowledge and maintain professional ethics to perform customer services wholeheartedly during work, including additional supporting services • Cherish and maintain the image of catering staff
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle the work of providing various kinds of additional supporting services for restaurant customers independently • Follow specified working guidelines for providing additional supporting services properly and accurately
Remark	