

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Generic Skills

Title	Prepare and package takeaway catering items
Code	108541L2
Range	This unit of competency is applicable to general catering services staff or pantry staff of catering establishments. This UoC concerns the daily planning of takeaway catering items for customers in catering establishments or related workplaces independently, as well as the execution of related work ranging from preparation, packaging to delivery, so that the business operation for takeaway services can proceed smoothly.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for packaging takeaway catering items:</p> <ul style="list-style-type: none"> • Possess knowledge of the contribution of takeaway catering services to the overall operations, including enhancing: <ul style="list-style-type: none"> ○ Business and profits ○ Customer satisfaction ○ Image of restaurants • Understand the importance of storing food in proper ways and containers • Possess basic skills to package food properly • Possess knowledge of relevant legislation and regulatory requirements, for example: <ul style="list-style-type: none"> ○ Public Health and Municipal Services Ordinance (Chapter 132) ○ Food Safety Ordinance (Chapter 612) ○ Plastic Shopping Bag Charging • Possess knowledge of the environmental measures that can be actively conducted during work processes • Possess skills to communicate with colleagues and customers, and build good interpersonal relationships <p>2. Prepare and package takeaway catering items:</p> <ul style="list-style-type: none"> • Prepare daily (or for a period) takeaway menus with information provided by the production section • Distribute contents of the takeaway menus in different ways or through different channels, for example: <ul style="list-style-type: none"> ○ Written on a whiteboard or paper ○ Input into a computer and print out ○ Fax to customers ○ Accept enquiries through phone ○ Distribute through social media • Take orders for takeaway foods and coordinate with the production section for food preparation. Try as much as possible to fulfil customers' reasonable requirements, such as cooking methods and amounts of oil and salt • Package the cooked food properly, including: <ul style="list-style-type: none"> ○ Put the food in suitable food boxes, plastic bowls or other containers (or conducted by the production section) ○ Put the food boxes in portable plastic bags or environmental bags, and provide eating utensils such as wooden chopsticks and plastic forks and knives ○ Tie the plastic bags or environmental bags skilfully to prevent food spillage and for easy carrying

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Generic Skills

	<ul style="list-style-type: none"> • Bring the food to customers directly or arrange delivery as soon as possible according to the sequence of ordering • Monitor issues that may occur during the work processes and resolve them as soon as possible, for example: <ul style="list-style-type: none"> ○ Prepared food not matching the order ○ Hygiene or quality problems with the foods ○ Customer complaints ○ Misunderstandings in communication between colleagues at different posts • Try to meet the environmental requirements as much as possible during the work processes, for example: <ul style="list-style-type: none"> ○ Insist to charge for extra plastic shopping bags ○ Provide only a suitable number of containers and eating utensils ○ Reduce the amount of food according to customers' requests ○ Follow customers' requests for less salt and less sugar <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always use existing knowledge and be skillful to perform work in preparing and packaging takeaway catering items wholeheartedly while on duty
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle various jobs related to preparing and packaging takeaway catering items independently • Complete various jobs related to preparing and packaging takeaway catering items successfully, contributing to the profits of the restaurants and the enhancement of customer satisfaction
Remark	