

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

Functional Area - Generic Skills

Title	Set up catering venues for different customers or functions
Code	108543L2
Range	This unit of competency is applicable to staff of catering establishments. This UoC concerns the arrangement and management of venues to cater for customers' functions independently in catering establishments or related workplaces, as well as the execution of relevant work such as equipment installation, venue decoration and food delivery, to ensure this part of business operations can proceed smoothly.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for setting up catering venues:</p> <ul style="list-style-type: none"> <li>• Possess knowledge of the contribution of providing catering venues in restaurants to customers towards the overall operations, including enhancing: <ul style="list-style-type: none"> <li>○ Overall business and profits</li> <li>○ Customer satisfaction</li> <li>○ Restaurant space usage</li> <li>○ Image of restaurant</li> </ul> </li> <li>• Possess basic skills for decorating venues and techniques for installing audio broadcasting equipment</li> <li>• Possess basic abilities for organising and carrying out activities, and solving problems</li> <li>• Possess skills to communicate with customers and colleagues, and build good interpersonal relationships</li> </ul> <p>2. Set up catering venues for different customers or functions:</p> <ul style="list-style-type: none"> <li>• Communicate with customers to confirm the nature and needs of their function, including: <ul style="list-style-type: none"> <li>○ The theme of the function, and the required environment and atmosphere</li> <li>○ Number of participants and seat arrangements</li> <li>○ The required equipment such as amplifiers, microphones, lights, computers, etc.</li> <li>○ The required decorations, banners, signs, etc.</li> <li>○ The required catering arrangements</li> <li>○ Other requirements or special requests</li> </ul> </li> <li>• Finalise venue decoration and arrangements with customers, and have a written consent if necessary</li> <li>• Report to supervisors and/or propose the arrangement of materials and manpower</li> <li>• Carry out function venue decoration, including: <ul style="list-style-type: none"> <li>○ Clear and clean the venue before the function</li> <li>○ Pick up, install and test the necessary equipment according to the finalised list</li> <li>○ Prepare enough tables and chairs, and arrange them according to the designated plan</li> <li>○ Arrange the foods and beverages ordered, or follow customers' requirements on the spot</li> <li>○ Work on other supporting tasks for the function</li> </ul> </li> <li>• Communicate with customers to review the effectiveness of the support to the functions, in order to: <ul style="list-style-type: none"> <li>○ Maintain relationship by after-sales services</li> <li>○ Serve as a reference for other functions, etc.</li> </ul> </li> </ul>

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	<p>3. Exhibit professionalism</p> <ul style="list-style-type: none"><li>• Set up venues to cater for customers' functions wholeheartedly, and take care of customers' preferences and interests as a priority</li></ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"><li>• Handle various jobs related to venue arrangements to cater for customers' functions independently</li><li>• Meet customers' requirements for the catering venues with specified human and material resources</li></ul>
Remark	