Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Generic Skills

Title	Use basic POS and related computer systems
Code	108548L3
Range	This unit of competency is applicable to staff of the catering services section in restaurants whose duties do not include system design. While working in restaurants or relevant workplaces, practitioners should be able to use a basic POS (point of sale) computer system to take orders, change orders and close bills, as well as handle problems caused by POS computer system failure and implement contingency measures independently so as to ensure normal operation.
Level	3
Credit	2

Competency	Performance Requirements
	1. Knowledge of POS computer systems:
	
	• Understand the components, basic functions and operation principles of the computer system
	• Know about the keypad arrangements of different pages of the computer system
	• Know how to log in the system, create bills for individual customers, separate bills, change table, rectify mistakes, etc.
	• Understand the related guidelines for operating the basic POS computer system by the restaurant or establishment (if any)
	• Know how to communicate with the computer system supplier effectively
	
	2. Use basic POS computer systems:
	
	• During daily work, operate the basic POS computer system, including:
	   o Turn on computer system components in the restaurant
	   o Use the basic POS computer system to take orders, change orders and close bills
	   o Perform other business-related operations
	• Handle problems caused by POS computer system failure and implement contingency measures. For example, when the computer fails:
	   o Know how to change from computer system operation to manual system operation
	   o Master the procedures and methods for resuming computer system operation after repair
	   o Contact the computer system supplier to repair the system as soon as possible
	• Report to supervisor regularly on the operation of the POS computer system and the occurrence of any abnormal conditions
	
	3. Exhibit professionalism
	
	• While working in restaurants or related workplaces, make every effort to ensure that the basic POS computer system is used correctly and effectively to promote the business of the establishments.

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Use the basic POS computer system to take orders, change orders and close bills • Handle problems caused by POS computer system failure and implement contingency measures

Functional Area - Generic Skills

Remark	Only applicable to staff of the catering services section in Chinese restaurants whose duties do not include system design