Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Generic Skills

Title	Operate computer applications related to catering services
Code	108550L3
Range	This unit of competency is applicable to staff in charge of operation and business management in catering establishments. This UoC concerns the independent operation of computer applications related to the catering services, so as to facilitate the proceeding of various processes in catering establishments.
Level	3
Credit	2

Competency	Performance Requirements
	1. Knowledge of computer applications related to catering services:
	
	• Possess knowledge of the impact of the latest information technology and various kinds of automation systems on the development trend of the catering industry
	• Possess knowledge of the procedures and guidelines for using and operating information technology applications in restaurants
	• Possess knowledge of the functions of the information technology systems adopted by restaurants, for example:
	    o Reservation/Usher management system
	    o Ordering system
	    o Cash register system
	    o Catering services/kitchen communication system
	    o Inventory and procurement management system
	    o Nutritional diet system
	    o Customer management system
	    o Others such as delivery of foods by robots
	• Possess knowledge of the relevant combinations of software and hardware of the information technology systems adopted by restaurants, for example:
	    o Terminal
	    o Server
	    o Router
	    o Handheld device
	    o Point of sale (POS)
	    o Radio frequency identification (RFID)
	• Possess knowledge of the basic functions of each of the information technology systems adopted
	• Possess knowledge of how to fully start and operate the components and software of various information technology systems in restaurants
	
	2. Operate computer applications related to catering services:
	
	• While on duty, follow specified procedures to use applications and operate related components for different processes in restaurants, for example:
	    o Take orders with handheld devices/Allow customers to order with handheld devices
	    o Transfer the order information to the kitchen and cash register system via electronic means
	    o Store and print order lists
	    o Use artificial intelligence systems to assist in cooking and food delivering
	    o Use electronic means or other automated systems for billing

Functional Area - Generic Skills

	• Organise the information gathered by each application after business hours each day or at a specific time for analysis and/or for further processing by other second-line information systems • Communicate with system suppliers to properly maintain the information technology systems and the related applications • Assist in monitoring the operation of each application and component to reduce and quickly detect any possible errors • Regularly report to supervisor the operation status of the computer applications, occurrence of abnormal conditions, etc. 3. Exhibit professionalism • Always use existing information technology knowledge and adopt professional attitude during work to operate relevant applications wholeheartedly • Keep an open mind to face the ever-changing information technology and various kinds of automation systems
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Use and operate information technology applications independently • Follow the specified operation procedures and guidelines of applications suitably and precisely
Remark	