Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Generic Skills

Title	Master skills for using complex POS and related computer systems
Code	108554L4
Range	This unit of competency is applicable to staff of the catering services and the sales sections in restaurants whose duties do not include system design. While working in restaurants or relevant workplaces, practitioners should be able to use a complex POS (point of sale) computer system to balance off accounts, prepare reports and analyze data independently, and handle problems caused by system failure and implement relevant contingency measures.
Level	4
Credit	3

Competency	Performance Requirements
	1. Knowledge of complex POS and related computer systems:
	
	• Understand the advanced functions of the computer system
	• Know how to turn on all computer system components in restaurants and then log in
	• Know how to restore data in files and reset the system
	• Understand the functions of a server, such as:
	    ○ Know how to turn on the relevant system servers
	    ○ Get familiar with the operations of basic input settings
	    ○ Know how to change the layout and other settings
	    ○ Know about the follow-up procedures for operation mistakes
	• Possess skills to communicate with the supplier effectively
	
	2. Master skills for using complex POS and related computer systems:
	
	• Use the POS computer system to balance off accounts, prepare reports and analyze data, for example:
	    ○ Prepare various summary and analysis reports as reference for decision making
	    ○ Backup all kinds of data
	• Handle problems caused by complex POS computer system failure and implement relevant contingency measures, such as:
	    ○ Know how to change from computer system operation to manual system operation
	    ○ Master the procedures to resume computer system operation after repair
	• Handle general input settings for common servers, including:
	    ○ The operations of basic input settings
	    ○ Changing layout and other settings
	    ○ Follow-up procedures for operation mistakes
	• Use the complex POS computer system for operational data management in restaurants
	• 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 complex 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 complex POS computer system to balance off accounts, prepare reports and analyze data

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	• Handle problems caused by POS computer system failure and implement relevant contingency measures
Remark	