

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

Functional Area - Professional Management Skills

Title	Build up team spirit of the catering industry
Code	109618L3
Range	This unit of competency is applicable to practitioners who work in restaurants or establishments. While working in restaurants or relevant workplaces, practitioners should be able to make use of the interrelations between teamwork, productivity and cost to coordinate different sections, solve internal conflicts and help create a harmonious working environment.
Level	3
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge of team spirit:</p> <ul style="list-style-type: none"> <li>• Understand the organization's management culture and organizational structure</li> <li>• Understand the importance of teamwork in the catering industry, including: <ul style="list-style-type: none"> <li>○ Understand the concept and importance of teamwork</li> <li>○ Understand the labor intensive nature of the service industry and the catering industry</li> <li>○ Understand the interrelations between teamwork, productivity and cost, etc.</li> </ul> </li> <li>• Possess the competency to coordinate different sections and individuals, for example: <ul style="list-style-type: none"> <li>○ Know about the operations and difficulties of each catering section</li> <li>○ Know about the functions of each work type</li> <li>○ Able to describe the skills of effective communication</li> </ul> </li> <li>• Possess good skills to interact and communicate with others</li> </ul> <p>2. Build up team spirit of the catering industry:</p> <ul style="list-style-type: none"> <li>• Solve the conflicts and complaints encountered during the course of work within the organization, including: <ul style="list-style-type: none"> <li>○ Look into the causes of the conflicts from different angles</li> <li>○ Soothe the current tensions</li> <li>○ Deal with the parties involved in appropriate ways, etc.</li> </ul> </li> <li>• Create a harmonious working environment <ul style="list-style-type: none"> <li>○ Understand the concepts of employment relations</li> <li>○ Master the ways to enhance employment relations</li> </ul> </li> <li>• Analyze and apply emotion management skills <ul style="list-style-type: none"> <li>○ Understand the factors affecting our emotions and the causes of pressure</li> <li>○ Know about the ways to maintain mental health</li> <li>○ Master the effective ways to release pressure</li> <li>○ Put yourself in others' shoes and handle the matters by the approach of laws, common senses and feelings</li> </ul> </li> <li>• Apply team spirit of the catering industry and cooperate with each catering section in order to establish an effective communication channel</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• During the work period, always use personal skills and a fair attitude to successfully establish and maintain effective team spirit within the organization and promote business development</li> </ul>
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none"><li>• Build up teamwork spirit, apply effective communication skills, coordinate different sections and solve internal conflicts</li><li>• Master emotion management knowledge and help create a harmonious working environment</li></ul>
Remark	