

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Master morale-boosting and authorization skills in the catering industry
Code	109621L4
Range	This unit of competency applies to practitioners engaged in management in restaurants and establishments. While working in restaurants or relevant workplaces, practitioners should be able to make use of morale-boosting methods with flexibility, understand the requirements of staff, implement a fair reward system effectively and know how to authorize properly in order to get the job done efficiently.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge of morale-boosting and authorization skills:</p> <ul style="list-style-type: none"> • Master the concepts and theories of basic human needs • Know about the theories and methods for boosting morale • Able to identify and explain the needs of staff • Master the importance of establishing a fair reward system • Possess good communication skills and excellent interpersonal relationships <p>2. Master morale-boosting and authorization skills in the catering industry:</p> <ul style="list-style-type: none"> • Make use of morale-boosting methods with flexibility during the daily processes in leading and instructing staff • Improve work efficiency and team spirit of staff by boosting their morale • Authorize properly to get the job done, including: <ul style="list-style-type: none"> ○ Know about the concept of empowerment, the importance of authorization and the relevant skills ○ Select the right person for the right task, and define his/her rights and obligations clearly ○ Follow up and respond to the difficulties and progress of the authorized person • Assess the performance of staff and study the effectiveness of the morale-boosting and authorization skills adopted <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Master morale-boosting and authorization skills in the catering industry with observation of the principle of fairness and impartiality
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Make use of morale-boosting methods clearly and flexibly to improve morale and efficiency of staff • Know how to authorize properly to get the job done efficiently
Remark	