

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Management Skills

Title	Implement best business practices and good controls in restaurants
Code	109624L4
Range	This unit of competency is applicable to supervisory staff of restaurants and establishments. This UoC concerns the continuous implementation of the specified best business practices in restaurants or other related workplaces, in person and by supervising subordinates, to provide satisfactory catering services to customers, thereby enhancing the image and turnover of the restaurants.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge of best business practices:</p> <ul style="list-style-type: none"> • Possess in-depth knowledge of restaurants' policies and guidelines about best business practices, for example: <ul style="list-style-type: none"> ○ Provide healthy, fresh and delicious food ○ Treat customers with courtesy and make them feel at home ○ Fair prices and services ○ Develop and implement catering service commitments • Possess in-depth knowledge of the overall operation and competition conditions of the catering industry in Hong Kong • Possess in-depth knowledge of the actual levels of foods and services provided by the restaurants, as well as the ever-changing requirements of customers • Possess strong skills to communicate with customers and build good interpersonal relationships • Possess strong leadership to supervise and manage subordinates <p>2. Implement best business practices in restaurants:</p> <ul style="list-style-type: none"> • Always maintain professional service attitude and follow guidelines to implement best business practices during work, including: <ul style="list-style-type: none"> ○ Provide the services required by customers as soon as possible and within reasonable time ○ Use questioning and listening skills to understand customers' requests ○ Effectively respond to customers' issues in compliance with the service commitments of establishments ○ Refer customers' enquires if necessary or under request • Explain the following to subordinates: <ul style="list-style-type: none"> ○ The types of tasks they are responsible for ○ The range of services they provide to customers ○ The code of practices they must follow ○ The ways they can act to fulfil the best business practices of the restaurants • Set a good role model to lead and supervise subordinates to carry out duties according to the service quality standards • Collaborate with all staff members and use public relations skills to make customers feel good about the restaurants and create a sense of belonging • Report issues happened during the implementation of best business practices and controls to supervisors at any time, and seek for advice or support <p>3. Exhibit professionalism</p>

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	<ul style="list-style-type: none">• Always implement the best business practices with a service-driven attitude, in person or by supervising subordinates, wholeheartedly• Cherish and maintain the image of catering staff
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Implement the best business practices and other related work, in person or by supervising subordinates
Remark	