

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Know about the structure and operations of the table services section of restaurants
Code	109626L1
Range	This unit of competency is applicable to junior practitioners in the catering industry. While working in restaurants or relevant workplaces, practitioners should know about the structure of the catering services section, and the functions of other sections plus the interrelations between different sections. They should also understand the job functions at different posts.
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the structure and operations of the catering services section of restaurants:</p> <ul style="list-style-type: none"> • Know about the structure of different restaurants, for example: <ul style="list-style-type: none"> ○ Know about the categories of the catering industry ○ Know about the differences between commercial catering and non-commercial catering ○ Know about the categories of operation modes • Know about the functions of the catering services section and other sections, as well as their interrelations, including: <ul style="list-style-type: none"> ○ Know about the work scope of different sections of the catering industry • Know about the functions of jobs in different types of restaurants, including: <ul style="list-style-type: none"> ○ Know about the titles of different job levels ○ Know about the responsibilities and authorities of different posts, etc. • Know the development of the catering industry, including: <ul style="list-style-type: none"> ○ Know about basic themes of different cuisines and combination of market trends ○ Know about the development and origins of different cuisines • Know about the particularities of the jobs of catering practitioners, and the importance of obedience and team work <p>2. Know about the structure and operations of the catering services section of restaurants:</p> <ul style="list-style-type: none"> • With the acquired knowledge, follow the instructions to carry out basic daily work in accordance with the service concepts and principles • Ensure the smooth running of basic operations of the catering industry, such as: <ul style="list-style-type: none"> ○ Be capable of correctly receiving and delivering instructions and messages while working in restaurants ○ Know about the interactions between the catering services section and other sections ○ Able to coordinate and communicate with staff at different levels • Assist the catering services section in providing basic services to customers <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always apply the knowledge of the structure and operations of the catering services section of restaurants and self-cultivation to provide services to customers wholeheartedly
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Have basic understanding of the restaurant types, operation modes, functions of various sections, various job functions, development of the catering industry, etc.

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	<ul style="list-style-type: none">• Know about the basic operations of restaurants, and correctly receive and deliver instructions and messages while working in restaurants
Remark	