

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

| | |
|---------------------|---|
| Title | Know about the basic banquet services |
| Code | 109629L1 |
| Range | This unit of competency is applicable to practitioners of the catering services section in the catering industry. While working in restaurants or relevant workplaces, practitioners should know about the basic concepts of banquets, including taboos, and special matters to be noted during general operation, understand the operation procedures and serving skills of banquets, and assist the catering services section in providing services to customers. |
| Level | 1 |
| Credit | 2 |
| Competency | <p>Performance Requirements</p> <p>1. Acquire knowledge of the basic banquet services:</p> <ul style="list-style-type: none"> • Understand the basic concepts of banquet services, including: <ul style="list-style-type: none"> ○ Definition of quality banquet services ○ Basic operation procedures, taboos and preferences, matters to note, etc. of banquets • Possess basic banquet serving skills, including: <ul style="list-style-type: none"> ○ Basic banquet serving skills ○ Names and usage of basic tools and utensils used in banquets ○ Basic contents of banquet menus, etc. • Possess the basic attitude and service spirit of being willing to communicate with others <p>2. Know about the basic banquet services:</p> <ul style="list-style-type: none"> • With the acquired knowledge, follow the instructions of the supervisors to carry out daily work • Provide basic beverage services, including: <ul style="list-style-type: none"> ○ Serve customers as a catering services process by using basic tea-making and wine- serving skills ○ Assist the catering services section and the sales section in the related tasks • Provide basic services to customers and maintain good relationships with them <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Apply the knowledge of beverages served in restaurants to provide services for the organization and customers wholeheartedly |
| Assessment Criteria | <p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Understand the basic operation procedures and serving skills of banquets, and assist the catering services section in providing basic services to customers under certain guidance |
| Remark | |