

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Manage beverage services
Code	109634L2
Range	This unit of competency is applicable to the staff of restaurants who take charge of the beverage services. This UoC concerns the proper management of beverage services in restaurants or other related workplaces, with the use of specialized knowledge and ability, to make customers feel satisfied and enjoy the services provided.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge of beverage services</p> <ul style="list-style-type: none"> • Possess good knowledge of the levels and standards of the beverage (non-alcoholic) services provided by restaurants • Possess good knowledge of the operations and uses of tools for preparing beverages, such as: <ul style="list-style-type: none"> ○ Refrigerators ○ Ice makers ○ Dishwashers ○ Glassware / Chinaware ○ Coffee machine facilities ○ Blenders • Possess good knowledge of the skills in blending and preparing a good variety of beverages • Possess good knowledge of the techniques and attitudes when serving customers with beverages • Possess good skills to communicate with others and build good interpersonal relationships <p>2. Manage beverage services</p> <ul style="list-style-type: none"> ○ Ensure relevant staff fully understand the following before serving customers every day: <ul style="list-style-type: none"> ▪ Service requirements ▪ Customers' expectations ▪ Required suitable or standardized clothing ○ Calculate the required amount and types of beverages according to the instructions of superior and the estimated amount of customers ○ Check the equipment required for providing beverage services, and prepare them and keep them in operation according to the instructions ○ Prepare the beverages required for providing the beverage services in person or by leading colleagues, including but not limited to: <ul style="list-style-type: none"> ▪ Common beverages ▪ Branded beverages ▪ Promotional beverages ▪ Special beverages • Upon receiving the request for beverages, properly arrange and set the related utensils, such as glasses, trays, napkins, bottle openers and ice buckets • Ensure staff provide professional beverage services to customers, for example: <ul style="list-style-type: none"> ○ Maintain beverages at proper temperatures ○ Use the correct pouring tools, napkins, ice buckets, etc.

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	<ul style="list-style-type: none">○ Deliver the beverages customers request and respond to their requests about the details○ Always hold containers at the right angles when filling glasses with the beverages and ensure no spilling occurs <p>3. Exhibit professionalism</p> <ul style="list-style-type: none">● Always maintain good service attitude to perform the management of beverage services wholeheartedly● Cherish and maintain the professional image of catering staff
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">● Properly manage the beverage services of restaurants and maintain a good level of service● The beverage services provided can make customers feel satisfied and enjoy
Remark	