

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

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| Title | Apply and demonstrate serving skills for Western catering |
| Code | 109638L3 |
| Range | This unit of competency is applicable to practitioners of the catering services section in Western restaurants and establishments. While working in Western restaurants or relevant workplaces, practitioners should master common Western catering service etiquette such as that of the United Kingdom, the United States and France, and the serving skills of Western liquor for customers independently. |
| Level | 3 |
| Credit | 6 |
| Competency | <p>Performance Requirements</p> <p>1. Knowledge of serving skills for Western catering:</p> <ul style="list-style-type: none"> • Know, understand and illustrate various serving skills of Western catering, including: <ul style="list-style-type: none"> ○ Know about the different types of Western catering services ○ Know about the serving skills of Western catering, such as English serving style, American serving style, French serving style, etc. ○ Know common etiquette of Western catering services ○ Understand how to cooperate with relevant sections to offer better services, etc. • Know, can illustrate serving skills of various Western wines, including: <ul style="list-style-type: none"> ○ Categories, production and places of origin of wines ○ General knowledge and jargons of wines ○ The vinification method of wines, and the procedures and skills of serving customers ○ Know and demonstrate good knowledge in matching of wines and dishes, etc. • Know and apply serving skills for different types of menus at different meal periods • Know about the different food dietary requirements, cultures and religious dietary influences, and vegetarianism of Western countries <p>2. Demonstrate, perform and apply serving skills in Western catering:</p> <ul style="list-style-type: none"> • Always provide Western catering services with the knowledge and skills acquired in daily work • Serve customers with Western catering services skills, including the provision of liquor • Maintain good communication and relationships with customers to: <ul style="list-style-type: none"> ○ Increase their confidence in the restaurant ○ Enhance customer satisfaction with the catering services provided ○ Increase their tendency to make word-of-mouth referrals to other potential customers, etc. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Maintain the characteristics of specific food culture while applying the serving skills of Western catering, and not considering only the costs |
| Assessment Criteria | <p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Demonstrate, perform and apply common serving skills of foods of the UK, the USA, France, etc. • Understand various categories of Western liquor (wines), and the serving procedures and skills |
| Remark | |