

**Specification of Competency Standards**  
**for the Catering Industry**  
**Unit of Competency**

Functional Area - Professional Skills for the Table Service Section

Title	Perform restaurant table services
Code	109639L3
Range	This unit of competency is applicable to the staff of catering establishments. This UoC concerns the execution of table services in restaurants or related workplaces, making use of professional skills, and in accordance with the guidelines and procedures established by the establishment, in order to make customers feel satisfied and enjoy the services provided.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge for performing restaurant table services:</p> <ul style="list-style-type: none"> <li>• Possess good knowledge of the standards, guidelines, rules, etc. set by the establishment on table services</li> <li>• Possess good knowledge on how to prepare and tidy up properly: <ul style="list-style-type: none"> <li>○ Area for dining</li> <li>○ Equipment and utensils required for table services</li> <li>○ Neatness of tables, chairs, tablecloths, table settings, etc.</li> </ul> </li> <li>• Possess good knowledge of how to serve customers properly, including: <ul style="list-style-type: none"> <li>○ Present menus and take orders</li> <li>○ Ask any dietary requirements, cultural and religious restrictions, vegetarianism, etc.</li> <li>○ Provide condiments and side dishes</li> <li>○ Deliver foods and drinks</li> </ul> </li> <li>• Possess good knowledge of how to perform other related services, for example: <ul style="list-style-type: none"> <li>○ Provide services according to the request of customers</li> <li>○ Tidy up and maintain tables</li> </ul> </li> <li>• Possess the skills to communicate and make good contacts with people from various sectors and cultures</li> </ul> <p>2. Perform restaurant table services:</p> <ul style="list-style-type: none"> <li>• During work, use the above-mentioned skills and professional attitude acquired to perform the detailed work of table services</li> <li>• Perform and apply preparation and tidying work, including: <ul style="list-style-type: none"> <li>○ Ensure the hygiene and cleanliness of the service area to facilitate customer usage</li> <li>○ Ensure there is an adequate amount of intact equipment and tableware</li> <li>○ Prepare condiments, side dishes, food, etc. and store them properly according to the requirements</li> <li>○ Tidy up or reset the tables for turnover</li> <li>○ Place rubbish and debris in the right place in a safe and hygienic way</li> </ul> </li> <li>• Perform and apply work for serving customers, including: <ul style="list-style-type: none"> <li>○ Present menus to the customers at the tables. Introduce and explain the contents</li> <li>○ Record and confirm with customers the ordered dishes and drinks</li> <li>○ Handle and follow up customers' orders according to the specified procedures</li> <li>○ According to the dishes and drinks ordered, provide customers with suitable tableware</li> <li>○ Deliver the ordered foods and drinks to the customers</li> </ul> </li> <li>• Perform and apply other related catering services, including:</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Pay attention to safety of customers and minimize the intrusion into the personal space of customers</li> <li>○ Minimize the nuisances to customers when cleaning the table and removing debris and other unnecessary items</li> <li>○ During the entire service process, keep providing clean tableware, condiments and side dishes</li> <li>○ Be always ready to respond to customers' requests and aware the dietary needs and communicate with food production colleagues</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Provide quality table services to establishments; customers wholeheartedly</li> <li>● Cherish and maintain the image of servicing staff</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>● Perform table services correctly according to the guidelines and procedures established by the establishment</li> <li>● Provide table services that can make customers satisfied and enjoyed</li> </ul>
Remark	