

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Handle unusual circumstances and emergencies in restaurants
Code	109640L3
Range	This unit of competency is applicable to the supervisory staff of catering establishments. This UoC concerns the proper handling of unusual circumstances and emergencies in restaurants or related workplaces, according to the specified guidelines and making use of the capability to react to emergencies, in order to solve the issues or put them under control, to minimize the impact on the business.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge for handling unusual circumstances and emergencies in restaurants:</p> <ul style="list-style-type: none"> • Possess and illustrate good knowledge of handling unusual circumstances and emergencies happened in restaurants: <ul style="list-style-type: none"> ○ Policies ○ Procedures ○ Guidelines ○ Contingency measures • Possess good knowledge of the maintenance responsibility and third-party responsibility of the site • Possess good knowledge of the methods and tools for monitoring a venue, such as CCTVs and wide-angle mirrors • Possess good knowledge of the ways and procedures for contacting and reporting to government emergency departments • Possess the ability to observe and evaluate unusual circumstances and emergencies sensitively • Possess the ability to identify the cores of the problems and to solve the problems <p>2. Handle unusual circumstances and emergencies in restaurants:</p> <ul style="list-style-type: none"> • Assist in developing measures for handling unusual circumstances and emergencies • Pay close attention to the restaurant statuses and customers at all time while working • Quickly identify the occurrence of unusual circumstances and emergencies, such as: <ul style="list-style-type: none"> ○ Fire, power failure, suspension of water supply, suspension of gas supply, etc. ○ Accidents involved injuries ○ Disputes and conflicts between staff members and/or customers ○ Crime ○ Other emergencies • Take the following steps when incidents happen: <ul style="list-style-type: none"> ○ Determine the nature and severity of the incidents or situations ○ Depending on the actual situations, follow the related policies, procedures and guidelines to take action ○ Deal with the incidents in person or together with other colleagues, such as handling disputes and conflicts ○ Seek help from emergency departments, such as the police, fire service or ambulance, if necessary ○ Report to supervisors and seek instructions ○ Continue to follow up until restaurants resume normal operation • Handle other unexpected situations and incidents with flexibility • Document the situations and incidents for follow-up and review in the future

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	<p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Always be sensitive and use professional knowledge to keep an eye on any possible unusual circumstances at all times• Handle emergencies calmly with a concerning attitude to minimize the impact on restaurants
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Follow the specified guidelines and use the ability to react to emergencies to handle unusual circumstances and emergencies happened in restaurants• Identify and solve the unusual circumstances and emergencies quickly to resume the normal operation of restaurants as soon as possible
Remark	