

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

1. Title	Master morale-boosting and authorization skills in the catering industry
2. Code	CCZZMS401A
3. Level	4
4. Credit	3
5. Competency	<u>Performance Requirements</u> 5.1 Make use of morale-boosting methods with flexibility 5.2 Know how to authorize properly to get the job done ◆ Understand the concepts and theories of basic human needs ◆ Know about the theories and methods of morale-boosting ◆ Improve work efficiency and team spirit of staff by morale-boosting ◆ Understand the needs of staff and establish a fair reward system ◆ Know about the concept of empowerment, the importance of authorization and the relevant skills ◆ Select the right person for the right task and define his rights and obligations clearly ◆ Follow up and respond to the difficulties and progress of the authorized person ◆ Assess the performances of the staff
6. Range	While working in Chinese restaurants or relevant workplaces, practitioners should be able to make use of morale-boosting methods with flexibility, understand the requirements of staff, implement a fair reward system efficiently and know how to authorize properly in order to get the job done efficiently.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to make use of morale-boosting methods clearly and flexibly to improve morale and efficiency of staff; and (ii) the abilities to know how to authorize proper in order to get the job done efficiently.
8. Remarks	This unit of competency is applicable to practitioners engaged in management in Chinese restaurants.