

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

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| 1. Title | Master supervision and counseling skills in the catering industry | | | | | | | | |
| 2. Code | CCZZMS405A | | | | | | | | |
| 3. Level | 4 | | | | | | | | |
| 4. Credit | 6 | | | | | | | | |
| 5. Competency | <p style="text-align: right;"><u>Performance Requirements</u></p> <table border="0"> <tr> <td style="vertical-align: top;">5.1 Help staff reduce pressure</td><td> <ul style="list-style-type: none"> ◆ Understand the concepts of pressure and the causes of various pressure ◆ Help staff reduce pressure and provide relevant training ◆ Understand the welfare and work procedures of staff on a regular basis, enhance transparency of company operations and provide sufficient channels for staff to express their views ◆ Train and counsel staff to improve their efficiency and confidence ◆ Assign duties according to staff competency and arrange regular job rotation in order to enhance efficiency of staff and reduce pressure </td></tr> <tr> <td style="vertical-align: top;">5.2 Prepare clear and reasonable working guidelines</td><td> <ul style="list-style-type: none"> ◆ Deliver the message of the organization to staff clearly ◆ Prepare concise, clear and reasonable guidelines for staff ◆ Implement supervision and management in the catering industry ◆ Observe labour legislations and MPF regulations </td></tr> <tr> <td style="vertical-align: top;">5.3 Make reasonable response to demands from subordinates</td><td> <ul style="list-style-type: none"> ◆ Respond to the reasonable demands from subordinates promptly and sincerely ◆ Pay attention to the development of the issue, keep the promises to staff and build up mutual trust before the problem is solved </td></tr> <tr> <td style="vertical-align: top;">5.4 Apply supervision and counseling skills in the catering industry</td><td> <ul style="list-style-type: none"> ◆ Apply supervision and counseling expertise in the catering industry to offer training and counseling to staff </td></tr> </table> | 5.1 Help staff reduce pressure | <ul style="list-style-type: none"> ◆ Understand the concepts of pressure and the causes of various pressure ◆ Help staff reduce pressure and provide relevant training ◆ Understand the welfare and work procedures of staff on a regular basis, enhance transparency of company operations and provide sufficient channels for staff to express their views ◆ Train and counsel staff to improve their efficiency and confidence ◆ Assign duties according to staff competency and arrange regular job rotation in order to enhance efficiency of staff and reduce pressure | 5.2 Prepare clear and reasonable working guidelines | <ul style="list-style-type: none"> ◆ Deliver the message of the organization to staff clearly ◆ Prepare concise, clear and reasonable guidelines for staff ◆ Implement supervision and management in the catering industry ◆ Observe labour legislations and MPF regulations | 5.3 Make reasonable response to demands from subordinates | <ul style="list-style-type: none"> ◆ Respond to the reasonable demands from subordinates promptly and sincerely ◆ Pay attention to the development of the issue, keep the promises to staff and build up mutual trust before the problem is solved | 5.4 Apply supervision and counseling skills in the catering industry | <ul style="list-style-type: none"> ◆ Apply supervision and counseling expertise in the catering industry to offer training and counseling to staff |
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| 5.4 Apply supervision and counseling skills in the catering industry | <ul style="list-style-type: none"> ◆ Apply supervision and counseling expertise in the catering industry to offer training and counseling to staff | | | | | | | | |
| 6. Range | While working in Chinese restaurants or relevant workplaces, practitioners should be able to apply supervision and counseling expertise in the catering industry to analyze, identify and determine the needs of the organization as well as offer training and counseling to staff. They should be able to implement supervision and counseling in the catering industry effectively. | | | | | | | | |
| 7. Assessment Criteria | <p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) the abilities to apply supervision and counseling expertise in the catering industry to analyze, identify and determine the needs of the organization as well as offer training and counseling to staff; and (ii) the abilities to implement supervision and management in the catering industry effectively. | | | | | | | | |

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| 8. Remarks | This unit of competency is applicable to all practitioners engaged in management in Chinese restaurants. |
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