

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

1. Title	Handle ordinary complaints in the catering industry
2. Code	CCZZMS201A
3. Level	2
4. Credit	1
5. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>5.1 Understand the basic procedures for handling complaints</p> <ul style="list-style-type: none"> <li>◆ Understand and analysis different types of customer complaints</li> <li>◆ Handle customer complaints immediately under the instructions from supervisors or refer the case to supervisors for further actions</li> <li>◆ Understand the mechanism to handle customer complaints in an organization</li> </ul> <p>5.2 Understand the mentality of customers</p> <ul style="list-style-type: none"> <li>◆ Understand the reasons and purposes for customers coming to the restaurants</li> <li>◆ Identifying the categories, backgrounds, consuming power of customers by observation and communication skills</li> <li>◆ Listen carefully to the customer requirements and know their actual needs</li> </ul> <p>5.3 Handle complaints</p> <ul style="list-style-type: none"> <li>◆ Settle and follow up complaints under the instructions from supervisors</li> </ul>
6. Range	While working in Chinese restaurants or relevant workplaces, practitioners should be able to pay attention to customer needs and reporting complaints to their supervisors, and follow up or handle complaints under the instructions from supervisors.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to understand thoroughly the skills and procedures for handling customer complaints. Practitioners should be capable of settling general complaints from customers effectively upon guidance and in accordance with the organization's established guidelines.
8. Remarks	This unit of competency is applicable to practitioners engaged in customer services in the Chinese catering industry.