

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

1. Title	Build up team spirit of the catering industry
2. Code	CCZZMS301A
3. Level	3
4. Credit	4
5. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>5.1 Understand the importance of teamwork</div> <div> <ul style="list-style-type: none"> <li>◆ Know about the labor intensive nature of the service industry and catering industry</li> <li>◆ Know about the concepts and importance of teamwork</li> <li>◆ Understand the interrelations of teamwork, productivity and cost</li> </ul> </div> </div> <div> <div>5.2 Acquire the competency to coordinate different sections and individuals</div> <div> <ul style="list-style-type: none"> <li>◆ Know about the operations and difficulties of each catering section</li> <li>◆ Know about the functions of each work type</li> <li>◆ Master the skills of effective communications</li> </ul> </div> </div> <div> <div>5.3 Solve the conflicts and complaints within the organization</div> <div> <ul style="list-style-type: none"> <li>◆ Look into the causes of conflicts from different angles</li> <li>◆ Soothe the current tensions and deal with the parties involved in appropriate ways</li> <li>◆ Master negotiation skills</li> </ul> </div> </div> <div> <div>5.4 Create a harmonious working environment</div> <div> <ul style="list-style-type: none"> <li>◆ Understand the concepts of employment relations</li> <li>◆ Master the ways to enhance employment relations</li> </ul> </div> </div> <div> <div>5.5 Master emotion control skills</div> <div> <ul style="list-style-type: none"> <li>◆ Understand the factors affecting our emotions and the causes of pressure</li> <li>◆ Know about the ways to maintain mental health</li> <li>◆ Master the effective ways to release pressure</li> <li>◆ Put yourself in others' shoes and handle the matter by the approach of laws, common senses and feelings</li> </ul> </div> </div> <div> <div>5.6 Apply team spirit of the catering industry</div> <div> <ul style="list-style-type: none"> <li>◆ Apply team spirit of the catering industry and cooperate with each catering section in order to establish an effective communication channel</li> </ul> </div> </div>