

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	<u>Performance Requirements</u> 5.1 Understand the importance of teamwork ◆ Know about the labor intensive nature of the service industry and catering industry ◆ Know about the concepts and importance of teamwork ◆ Understand the interrelations of teamwork, productivity and cost 5.2 Acquire the competency to coordinate different sections and individuals ◆ Know about the operations and difficulties of each catering section ◆ Know about the functions of each work type ◆ Master the skills of effective communications 5.3 Solve the conflicts and complaints within the organization ◆ Look into the causes of conflicts from different angles ◆ Soothe the current tensions and deal with the parties involved in appropriate ways ◆ Master negotiation skills 5.4 Create a harmonious working environment ◆ Understand the concepts of employment relations ◆ Master the ways to enhance employment relations 5.5 Master emotion control skills ◆ Understand the factors affecting our emotions and the causes of pressure ◆ Know about the ways to maintain mental health ◆ Master the effective ways to release pressure ◆ Put yourself in others' shoes and handle the matter by the approach of laws, common senses and feelings 5.6 Apply team spirit of the catering industry ◆ Apply team spirit of the catering industry and cooperate with each catering section in order to establish an effective communication channel
6. Range	While working in Chinese restaurants or relevant workplaces, practitioners should be able to make use of the interrelations of teamwork, productivity and cost to coordinate different sections, solve internal conflicts and help create a harmonious working environment.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to build up teamwork spirit, apply effective communication skills, coordinate different sections and solve internal conflicts; and (ii) the abilities to master emotion control knowledge and help create a harmonious working environment.
8. Remarks	This unit of competency is applicable to all practitioners in Chinese restaurants.