

**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	<p style="text-align: right;"><u>Performance Requirements</u></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>5.1 Make use of morale-boosting methods with flexibility</p> <p>5.2 Know how to authorize properly to get the job done</p> </div> <div style="width: 50%;"> <ul style="list-style-type: none"> ◆ 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 </div> </div>
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	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) the abilities to make use of morale-boosting methods clearly and flexibly to improve morale and efficiency of staff; and</p> <p>(ii) the abilities to know how to authorize proper in order to get the job done efficiently.</p>
8. Remarks	This unit of competency is applicable to practitioners engaged in management in Chinese restaurants.