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

1. Title	Know about the basic Chinese catering services
2. Code	CCZZSS106A
3. Level	1
4. Credit	2
5. Competency	Performance Requirements 5.1 Know about the concept of basic services ♦ Know about the definition of services ♦ Know about the basic principles of customer services ♦ Understand the needs, taboos and preferences of customers of different nationalities 5.2 Know about the basic customer service process ♦ Know about the definition of quality services ♦ Know about the standard service processes ♦ Know about the sequence of the established services ♦ Know about the basic expressions of customer services ♦ Know about the functions and operations of different sections 5.3 Know about the basic dining table service skills ♦ Know about the names of basic tableware ♦ Know about the basic ways to use the tray ♦ Master the way to arrange tables/chairs and tablecloth ♦ Master the way to fold napkins, arrange tableware, and etc ♦ Master the basic contents to be taken, methods and key issues to be noted in taking/writing orders 5.4 Master basic preparatory work before meals ♦ Know about the importance of obedience and team work ♦ Understand the must-know of preparatory work before catering ♦ Know about the importance and methods of tidying and cleaning 5.5 Know about the specialty of the job of catering practitioners ♦ Know about the job nature, working hours, environment and work scope of Chinese-style servers ♦ Understand the style of conversation and etiquette required by catering practitioners 5.6 Apply the Chinese food serving skills ♦ Be capable of applying the Chinese serving skills, assisting the catering services section in providing services to customers
6. Range	Be applicable to Chinese restaurants or relevant workplaces. Understand Chinese food services, including general service processes, basic dining table service and preparatory work before catering. Assist the catering services section in providing services to customers upon guidance.

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to understand the general service processes for Chinese food and basic service knowledge for dining table. Assist the catering services section in providing services to customers upon guidance, and (ii) be capable of knowing about the job nature, working hours, environment, work scope (and etc) of servers in the Chinese catering industry
8. Remarks	This unit of competency is applicable to practitioners of the catering services section in the Chinese catering industry.