

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

1. Title	Master basic customer communication skills
2. Code	CCZZSS102A
3. Level	1
4. Credit	2
5. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>5.1 Principles of basic communication</p> <ul style="list-style-type: none"> ◆ Know about the formal and informal communication modes ◆ Know about the interaction of interpersonal communication ◆ Know about the communication process <p>5.2 Understand communication barriers</p> <ul style="list-style-type: none"> ◆ Know about the media elements of communication ◆ Know about the origin of communication barriers ◆ Understand how communication barriers impact upon the communication <p>5.3 Master basic communication skills</p> <ul style="list-style-type: none"> ◆ Understand effective communication skills ◆ Know about the elements of good communication <p>5.4 Master basic communication skills</p> <ul style="list-style-type: none"> ◆ Conduct basic communication with customers and satisfy their needs
6. Range	Be applicable to Chinese restaurants or relevant jobs. The range covers catering services, take-out food, pan delivery, cashier and etc. Those who possess this competency are able to know about the principles of basic communication, receive customers and satisfy their needs by using basic communication skills.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to receive customers and satisfy their needs by using basic communication skills.
8. Remarks	This unit of competency is applicable to practitioners in the Chinese catering industry who are required to communicate with customers.