

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

1. Title	Master serving skills in western catering
2. Code	CCZZSS304A
3. Level	3
4. Credit	6
5. Competency	<u>Performance Requirements</u> 5.1 Master various serving skills of western catering services 5.2 Master the serving skills of various western liquors 5.3 Apply serving skills of western catering services ◆ Know about the different types of western catering services ◆ Know about serving skills of western catering services, such as English serving style, American serving style and French serving style ◆ Know about common etiquettes of western services ◆ Understand how to cooperate with relevant sections to offer better services ◆ Know about the categories, production and places of origin of wines ◆ Know about the general knowledge and jargons of wines ◆ Master the vitrification method (罈析方法) of wines and the process and skills for customers ◆ Know about the basic matching of wines and dishes ◆ Serve customers with western catering services skills
6. Range	While working in Chinese restaurants or relevant workplaces, practitioners who possess this competency should be able to master common western catering service etiquettes and serving skills of western liquor for customers independently.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to master common serving skills of catering service of countries such as UK, USA and France; and (ii) the abilities to understand various categories of western liquors (wines) and the serving process and skills for customers.
8. Remarks	This unit of competency is applicable to practitioners of the catering services section in Chinese restaurants.