

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

1. Title	Master basic problem-solving skills of the catering industry
2. Code	CCZZMS302A
3. Level	3
4. Credit	4
5. Competency	<u>Performance Requirements</u> 5.1 Possess a positive attitude ◆ Know about the importance of a positive attitude to an attendant ◆ Know about the damages to customers and the organization caused by a negative attitude ◆ Master the skills for cultivating a positive attitude ◆ Create a peaceful and cooperative working environment ◆ Set up efficient communication channels, both formal and informal, within the organization 5.2 Analyze the cause of the problem ◆ Understand, analyze and generalize the causes of difficulties and crisis ◆ Review the organization structure, operation process and resources deployment regularly 5.3 Master the use of different resources and authorities ◆ Know about the powers and duties of different posts ◆ Know about the relationship between the authorities of a post and the deployment of resources ◆ Know about the concepts of empowerment, the importance of authorization and the relevant skills 5.4 Provide practical solutions to problems ◆ Devise different solutions from multiple perspectives and choose the best solution which is in the interests of the organization in general ◆ Equip staff with the skills to perform independently ◆ Solve problems in teamwork and avoid accusations and shirking responsibility ◆ Learn from mistakes in order to improve quality ◆ Solve problems with innovative ideas and approaches and carry out reform as required