

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

1. Title	Implement staff performance assessments of the catering industry
2. Code	CCZZMS305A
3. Level	3
4. Credit	3
5. Competency	<u>Performance Requirements</u> 5.1 Assess staff performance in a reasonable and fair way ◆ Know about the concepts of performance assessment ◆ Acquire the right attitude and methods of staff performance assessments ◆ Help the staff recognize their strengths and weaknesses and help them make improvements 5.2 Put forward a reasonable and fair reward and punishment system ◆ Formulate a reasonable and fair reward and punishment system ◆ Implement the reward and punishment system in a fair way ◆ Implement monetary and non-monetary rewards and understand their effects ◆ Implement various punishments and understand their effects ◆ Provide trainings and counseling to staff and help them improve their efficiency 5.3 Recommend appropriate further study and development goals for staff ◆ Assist staff in setting goals with different timeframes according to their weaknesses, and help them study step by step ◆ Assist staff in setting development goals with different timeframes according to their strengths and preferences
6. Range	While working in Chinese restaurants or relevant workplaces, practitioners should be able to assess staff performances according to established procedures of the organization, implement reasonable and fair reward and punishment system, and set further study and development goals for staff.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to assess staff performances according to established procedures of the organization; and (ii) the abilities to recommend appropriate further study and development goals for staff.
8. Remarks	This unit of competency is applicable to all staff engaged in management in Chinese restaurants.