

**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	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>5.1 Possess a positive attitude</p> <ul style="list-style-type: none"> <li>◆ Know about the importance of a positive attitude to an attendant</li> <li>◆ Know about the damages to customers and the organization caused by a negative attitude</li> <li>◆ Master the skills for cultivating a positive attitude</li> <li>◆ Create a peaceful and cooperative working environment</li> <li>◆ Set up efficient communication channels, both formal and informal, within the organization</li> </ul> <p>5.2 Analyze the cause of the problem</p> <ul style="list-style-type: none"> <li>◆ Understand, analyze and generalize the causes of difficulties and crisis</li> <li>◆ Review the organization structure, operation process and resources deployment regularly</li> </ul> <p>5.3 Master the use of different resources and authorities</p> <ul style="list-style-type: none"> <li>◆ Know about the powers and duties of different posts</li> <li>◆ Know about the relationship between the authorities of a post and the deployment of resources</li> <li>◆ Know about the concepts of empowerment, the importance of authorization and the relevant skills</li> </ul> <p>5.4 Provide practical solutions to problems</p> <ul style="list-style-type: none"> <li>◆ Devise different solutions from multiple perspectives and choose the best solution which is in the interests of the organization in general</li> <li>◆ Equip staff with the skills to perform independently</li> <li>◆ Solve problems in teamwork and avoid accusations and shirking responsibility</li> <li>◆ Learn from mistakes in order to improve quality</li> <li>◆ Solve problems with innovative ideas and approaches and carry out reform as required</li> </ul>
6. Range	While working in Chinese restaurants or relevant workplaces, practitioners should handle problems with a positive attitude, analyze the causes of the problems and solve them with the resources and authority available.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to handle, analyze and solve problems independently with a positive attitude, and set up efficient communication channels within the organization; and (ii) the abilities to deploy resources according to the post authority prescribed by the organization to build up team spirit and overcome any difficulties.
8. Remarks	This unit of competency is applicable to all practitioners in Chinese restaurants.