

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

1. Title	Handle complaints in the catering industry
2. Code	CCZZMS303A
3. Level	3
4. Credit	2
5. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>5.1 Analyze the causes of complaints and suggest solutions</p> <p>5.2 Handle customer complaints</p> <ul style="list-style-type: none"> <li>◆ Analyze categories and areas of complaints, look into the causes, background and motivations of complaints</li> <li>◆ Handle complaints immediately by oneself or his supervisor according to the types and backgrounds of the customers and the various reasons and motivations for them to visit the restaurant, and follow up the complaints</li> <li>◆ Put forward the reasons for complaints in a positive manner to the sections involved and make relevant improvements to address the reasons for complaints</li> <li>◆ Maintain good communications in the entire handling process and improve the service qualities of the organization and the staff by communication or training afterwards</li> </ul>
6. Range	While working in Chinese restaurants or relevant workplaces, practitioners should be able to analyze the causes of customer complaints independently and follow up or refer the case to his supervisor.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to analyze the reasons of customer complaints independently, follow up immediately or refer the case to his supervisor, and conduct reviews and make improvements afterwards.
8. Remarks	This unit of competency is applicable to practitioners engaged in management in Chinese restaurants.