

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

1. Title	Implement crisis management in the catering industry
2. Code	CCZZMS501A
3. Level	5
4. Credit	6
5. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>5.1 Master contingency plans in case of significant troubles encountered by the organization</p> <ul style="list-style-type: none"> ◆ Understand the contingency of crises and its impacts ◆ Review the work process and maintenance of tools and facilities regularly to prevent or reduce the chance of crises ◆ Arrange working team to specifically review the scopes of work in restaurants ◆ Devise action plans in case of crisis and enhance the confidence and discipline of staff by regular trainings and drillings <p>5.2 Know about the crisis management theories</p> <ul style="list-style-type: none"> ◆ Know about the concepts of crisis management ◆ Understand the theories of different disciplines in crisis management <p>5.3 Devise crisis management plans</p> <ul style="list-style-type: none"> ◆ Understand the concepts, procedures and means of crisis management plans ◆ Devise crisis management plans <p>5.4 Rectify the organization by making use of the crisis</p> <ul style="list-style-type: none"> ◆ Know about the advantages of crisis in an organization ◆ Devise organization rectification plans by making use of the crisis <p>5.5 Implement crisis management in the catering industry</p> <ul style="list-style-type: none"> ◆ Apply crisis management knowledge, implement the measures set out in the crisis management plan and improve the operation of the organization
6. Range	While working in Chinese restaurants or relevant workplaces, practitioners should be able to apply crisis management knowledge and devise crisis management plans. In case of crisis, they should also be able to implement the measures set out in the crisis management plan effectively and improve the organization by making use of the crisis.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) the abilities to master crisis management theories; and (ii) the abilities to evaluate the situation in case of significant troubles encountered by the organization and devise effective contingency plans; and (iii) the abilities to implement crisis management plans and improve the organization by making use of the crisis.
8. Remarks	This unit of competency is applicable to practitioners engaged in management in Chinese restaurants.