

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

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| 1. Title | Develop knowledge management for the catering industry |
| 2. Code | CCZZMS602A |
| 3. Level | 6 |
| 4. Credit | 6 |
| 5. Competency | <p style="text-align: center;"><u>Performance Requirements</u></p> <p>5.1 Know about the characteristics of knowledge-based economy</p> <ul style="list-style-type: none"> ◆ Know about the evolutions and characteristics of different economic stages ◆ Understand the effects of digital technology on the economy ◆ Understand the effects of globalization on the economy ◆ Understand the roles of knowledge in a new economic era ◆ Understand the new principles of operating strategies in knowledge-based enterprises <p>5.2 Master the basic concepts of knowledge management</p> <ul style="list-style-type: none"> ◆ Understand the nature of knowledge management, such as data, information and etc ◆ Master all basic forces involved in the operations of a knowledge-based market, such as buyers and vendors, price and their interaction ◆ Understand the importance of mutual trust and knowledge sharing among staff in an organization ◆ Understand the reasons for failure of a knowledge-based market <p>5.3 Master knowledge management strategies</p> <ul style="list-style-type: none"> ◆ Master knowledge marketing strategies and the applications of such tools, encourage knowledge sharing, retain and create new knowledge through interaction and sharing ◆ Master knowledge systemization strategies and the applications of such tools and keep valuable explicit knowledge ◆ Master the selection of strategies and the six key steps for knowledge management <p>5.4 Develop knowledge management for the catering industry</p> <ul style="list-style-type: none"> ◆ Develop knowledge management strategies as part of the corporate operating strategies |
| 6. Range | While working in Chinese restaurants or relevant workplaces, practitioners should be able to understand the importance of knowledge-based economy and knowledge sharing among staff in an organization, develop knowledge management strategies as part of the new corporate operating strategies. |

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| 7. Assessment Criteria | The integrated outcome requirements of this unit of competency are: (i) the abilities to master the characteristics of knowledge-based economy and the basic concepts of knowledge management and develop knowledge management strategies. |
| 8. Remarks | This unit of competency is applicable to the management in Chinese restaurants. |