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## Competence Matrix “professional caterer”

FIELDS OF COMPETENCE	STEPS OF COMPETENCE DEVELOPMENT			
<b>Purchasing, costing and stocking</b>	S/he knows the foods s/he works with, their characteristics, qualities and their range of use. S/he knows the rules of purchasing, is able to check incoming products in matters of quality, and knows how to store them. S/he is able to implement the hygienic standards regarding the purchase, the storage (of fresh and conserved food) and the processing of foods.	S/he is able to calculate simple commercial kitchen costs, is able to evaluate single dishes according to the recipe instructions, and to estimate the adequate need of the necessary quantity of foods. He/she is able to compose simple written orders and to achieve the purchase.	S/he has an overview over the respective seasonal offers of food, knows the regional and international foods. S/he knows about the different production conditions of vegetal and animal food and is able to choose the required food according to economical and quality criteria. S/he is able to compare and choose bids from suppliers and monitor the movements of stocks.	He/she knows the regional food suppliers and is able to bargain independently for product quality and prices. He/she is able to order the short and long term need of food for an establishment for a certain period with the help of a computer and special programmes and is able stay within budgetary limits.
<b>Customer service</b>	S/he understands the importance of customer service and its benefits to the customer, the organisation and to the employee. S/he is able to communicate effectively with different kinds of customers (internal, external, suppliers,	S/he is able to advice guests and to explain the essential European and international dishes available in the company, is able to compose menus and recommend dishes and to choose the suitable beverages. S/he takes	S/he is able to plan hospitality events (buffets, events, catering...). According to the seasonal offer and the situation on the market, s/he is able to compose a bill of fares and menus for this occasion, which are specified for the respective	S/he reviews the success of an event (against objectives, against budget, deviation from plans). S/he is able to deal with unexpected occurrences.  S/he monitors and ensures the quality of service and products following requirements of target



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	<p>agents) also in a foreign language.</p> <p>S/he knows the rules of composing a menu as well as the most important recipes of the local kitchen and is able to compose a simple menu.</p> <p>S/he is able to serve food and drink and to choose the appropriate equipment. S/he is able to relate to guests and to adjust to their needs, being clear, helpful and professional at all times. S/he is confident in serving and attentive towards guests. S/he is able to respond to different customer behaviour. S/he is relaying messages and orders accurately and promptly and uses the code of practice.</p>	<p>nutritional information and knowledge into consideration (nutritive value of food, energy demand), and also the different forms of diets such as raw vegetarian food, light forms of diet, whole foods and dietary foods. S/he arranges interior decoration and is able to draw up a bill.</p> <p>S/he is able to read guests' body language, to identify guests' wishes (even before they know themselves), to deal with complaints and is able to explain in a way that is clear and does not cause offence when s/he cannot help a customer.</p>	<p>target groups. S/he is able to create new offers (in cooperation with chefs) and therefore reach new target groups. S/he is able to design menus and forms of presentation according to special occasions and to plan efficient work processes.</p>	<p>groups and manages the team.</p> <p>S/he implements complaints procedures and the rules of business ethics.</p> <p>S/he plans and leads consultations and sales talks in accordance with the marketing concept, undertakes and evaluates post consultations and sales talks follow ups.</p>
<p><b>Production of simple dishes</b></p>	<p>S/he is able to execute all kinds of preparation works independently by using the right cutting techniques, to prepare the raw food for roasting and cooking, to cook and decorate small menus as well as simple side dishes, as well as to assist to finish the products and to communicate with the colleagues and superiors by using the relevant gastronomic technical terms. S/he</p>	<p>S/he is able to cook simple dishes according to instructions, as well as side dishes, sauces, soups and starters. S/he can choose - under supervision- amongst the respective products, quantities, utensils and devices and implement the adequate cooking process. S/he is able to efficiently operate the preparation and production of menus in coordination with other participating colleagues. S/he works under the consideration of measures of</p>		



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	<p>values the quality of products and dishes.</p> <p>S/he is able to use the specific technical professional machines and devices, to maintain them, and to keep the work place and the devices clean, as well as to respect the standards of personal hygiene and safety regulations.</p>	<p>environment protection and obeying the rules of waste management.</p>	
<b>Marketing</b>	<p>S/he recognises marketing as a general concept of sensible business-minded thinking and action, taking the market situation as a starting point. S/he can distinguish gastronomic concepts according to type of business and company philosophy. S/he knows supporting industries and knows the trade competitors on the market and the location factors. S/he is familiar with various marketing instruments and can make use of basic procedures.</p>	<p>S/he is able to deduce the objectives and tasks of a market-oriented business policy. S/he knows how to implement marketing instruments and is able to estimate the position of the establishment in the total economic context. S/he is able to gear marketing instruments towards company and guest needs. S/he is able to create and assess advertising material according to the advertising message and the target group. S/he cooperates in sales promotion measures.</p>	<p>S/he is able to use the marketing mix in order to develop specific marketing measures and to evaluate the results. He/she is able to analyse the gained data and to deduct the consequences. S/he is able to apply statistic methods and to present the results in reports. S/he settles the marketing strategy. S/he organises events and knows the tools to obtain information about the satisfaction of guests, by the guests and by the staff, and to evaluate it.</p>
<b>Human Resource Management</b>	<p>S/he knows objectives and tasks of human resource management and is aware that humanisation of the professional world and cost effectiveness complement each other. S/he knows the internal working processes and the contexts between the single internal departments.</p>	<p>S/he is able to make staffing plans respecting employment law and social legislation as well as collective agreements and operational regulations in task oriented manner. The distribution of tasks is planned according to activity forecasts, staff (qualification, competences and number) and necessary and fixed times of execution and equipment.</p>	<p>S/he is able to present and evaluate measures for leading, assisting and teaching employees. S/he is able to independently carry out necessary tasks in employee administration (job descriptions, work contracts) and assignment. S/he is able to perform calculations related to staff wages, payroll accounting, employment-procedures and participates in the recruitment process. S/he updates</p>



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				documentation on social, legal and tax matters.
<b>Regulation and monitoring of business performance</b>	S/he is able to cooperate in cash management, in payment transactions and in making the cost accounts – by using the internal data processing systems.	S/he is familiar with the cost structure of businesses and cost control processes. S/he is able to suggest measures for increasing revenue. S/he is able to process and review records, to review costs and suggest appropriate action	S/he is able to identify categories of investment and to calculate an allocation of depreciation of equipment. S/he assesses the criteria choice of means of funding and is able to prepare a credit application. S/he is maintaining the asset master records.	S/he monitors compliance of stored products, equipment and furniture (internal commands, state of bookings, product sheets). S/he evaluates actions of communication and promotion (quantitative: revenues, costs, activities, taking also qualitative factors into account). S/he evaluates results of customer satisfaction survey and makes workflow analysis. S/he is able to prepare and present managerial accounting records.
<b>Enterprise resource planning</b>	S/he calculates the business resources requirements and handles purchasing processes and payment processes (e.g. price comparison, discounts and currency-calculations).  S/he is able to perform stocktaking and to create an inventory under instruction.	S/he can identify the need for materials, goods, tools and services, can order products, prepares contracts, surveys the delivery dates, and implements the necessary action in case of a delay in delivery. S/he recognises potential problems in the purchasing agreement and their consequences. He/she is able to operate his/her tasks within the framework of the common internal quality	S/he is able put enterprise resource planning systems in place, to analyze key business data and suggest appropriate action. S/he is able to use data for quality assurance and the optimisation of the process	



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		management system.		
<b>System organisation</b>	S/he is able to compare different gastronomic systems and to differentiate between various system-gastronomic concepts. S/he knows the importance of system-specific standards for creating a brand.	S/he knows methods for checking adherence to guidelines and is able to ensure standards are maintained and seize corrective measures in the case of deviations.	S/he is collaborating in planning and organising working procedures and capable of systematising, presenting and evaluating them. S/he is able to use informational and communicative methods within the framework of the organisational procedure.	S/he is able to prepare documents which are necessary to set up a company. S/he analyses the outcomes of market research and takes appropriate actions. S/he implements quantity and quality standards.

**Competence Matrix - draft:**

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**Sources:** Training regulations, curricula, qualification profiles