Competence Matrix 'Professional Caterer'

FIELDS OF COMPETENCE	STEPS IN COMPETENCE DEVELOPMENT			
Purchasing, costing and stocking	S/he knows the foods that s/he works with, their characteristics, qualities and their range of use. S/he knows the rules of purchasing. S/he 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. S/he is able to evaluate single dishes according to the recipe instructions, and to estimate the supplies needed of the various necessary foodstuffs. S/he is able to compose simple written orders and to complete the respective purchase.	S/he has an overview over the respective seasonal offers of food, knows the regional and international foods. S/he describes the different production conditions of vegetable and animal foods. S/he is able to choose the required food according to cost-effective and quality criteria. S/he is able to compare and choose bids from suppliers and monitor the movements of stocks.	S/he distinguishes the regional food suppliers and is able to bargain independently for product quality and prices. S/he is able to order the purchases of a particular establishment's short- and long-term foodstuff needs for a certain period with the help of a computer and special programmes. S/he is able stay within budgetary limits.
Customer service	S/he understands the importance of customer service and its benefits to the customer, the organisation and the employee. S/he is able to communicate effectively with different kinds of customers (internal, external, suppliers, agents). S/he is able to communicate	S/he is able to advise guests and to explain the essential European and international dishes available within the enterprise. S/he is able to compose menus and recommend dishes and to choose the beverages suitable to them. S/he takes nutritional information and	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 fare and menus for such occasions, which are specified for the respective target groups. S/he is able to cre-	S/he is able to review the success of an event (with a view to objectives, to budgets, and to deviations from plans). S/he is able to deal with unexpected occurrences. S/he monitors and ensures the quality of service and products,

	also in a foreign language. S/he knows the rules of composing a menu as well as the most important recipes of the local kitchen. S/he is able to compose a simple menu. S/he is able to serve food and drink and to choose the appropriate equipment for this. 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 relays messages and orders accurately and promptly and makes proper use of the code of practice.	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. 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.	ate 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.	following the requirements of target groups, and manages the team. S/he implements complaints procedures and the rules of business ethics. S/he plans and leads consultations and sales talks in accordance with the marketing concept, undertakes and evaluates post consultations and follow-ups to sales talks.

Production of simple dishes	S/he is able to execute all kinds of preparation work 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, to assist in putting the finishing touches to the products, and to communicate with colleagues and superiors using the relevant gastronomic technical terms. S/he values the quality of products and dishes. S/he is able to use the specific technical professional machines and devices, to maintain them, and to keep the workplace and the devices clean. S/he observes the standards of personal hygiene and safety regulations.		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 appropriate cooking process. S/he is able to efficiently carry out the preparation and production of menus in coordination with other participating colleagues. S/he works in a manner which respects environmental-protection measures and obeys the rules of waste management.
Marketing	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.	S/he is able to deduce the objectives and tasks of a market-oriented business policy. S/he distinguishes marketing instruments and is able to estimate the position of the establishment within 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.	S/he is able to use the marketing mix in order to develop specific marketing measures and to evaluate the results. S/he is able to analyse the data acquired and to deduct the consequences. S/he is able to apply statistical methods and to present the results in reports. S/he settles the marketing strategy. S/he organises events and knows the tools necessary to obtain information about the satisfaction of guests and staff and to evaluate this information.

Human Resource Management	S/he knows the objectives and the essential tasks of human resource management and is aware that humanization of the professional world and cost-effectiveness complement each other. S/he knows the internal working processes and the contexts linking and associating the individual internal departments of the enterprise.	S/he is able to make staffing plans respecting employment law and social legislation as well as collective agreements and operational regulations in a task-oriented manner. His/her distribution of tasks is planned according to activity forecasts, staff availability (qualification, competences and number) and necessary and fixed times of execution and equipment.	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, and employment procedures and participates in the recruitment process. S/he updates documentation on social, legal and tax matters.	
Regulation and monitoring of business performance	S/he is able to cooperate in cash management, in payment transactions and in drawing up the cost accounts. S/he uses 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 used in choosing means of funding and is able to prepare a credit application. S/he maintains the asset master records.	S/he monitors compliance of stored products, equipment and furniture (internal commands, state of bookings, product sheets). S/he evaluates communication and promotion campaigns (quantitative: revenues, costs, activities, taking also qualitative factors into account). S/he evaluates results of customer satisfaction surveys and makes workflow analyses. S/he is able to prepare and present managerial accounting records.
Enterprise resource	S/he calculates the business resources requirements and handles purchasing pro-	S/he can identify the need for materials, goods, tools and services. S/he can order	S/he is able to put enterprise planning and resource-planning systems in place, to	

planning	cesses 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.		products, prepare contracts, survey the delivery dates, and implement the necessary action in case of a delay in delivery. S/he recognises potential problems in the purchasing agreement and their consequences. S/he is able to perform her/his tasks within the framework of the common internal quality management system.	analyse key business data and to suggest appropriate action. S/he is able to use data for quality assurance and the optimization of the process
System organization	S/he is able to compare different gastronomic systems and to differentiate between the various concepts of these gastronomic systems. S/he understands the importance of system-specific standards for creating a brand.	S/he understands methods for checking adherence to guidelines. S/he is able to ensure that standards are maintained and to take corrective measures in the case of deviations.	S/he collaborates in planning and organizing working procedures and is capable of systematizing, presenting and evaluating them. S/he is able to use informational and communicative methods within the framework of the organizational procedure.	S/he is able to prepare the documents necessary to set up a company. S/he analyses the outcomes of market research and takes appropriate action. S/he implements quantity and quality standards.

Competence Matrix: *ECMO project team*

Sources*: Training regulations, curricula, qualification profiles*