

UNIT TITLE: SERVE A RANGE OF WINE PRODUCTS		NOMINAL HOURS: 90
UNIT NUMBER: D1.HBS.CL5.15		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to develop and maintain wine knowledge, undertake the sensory evaluation of wines, provide advice on, and the table service of, wines		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Develop wine knowledge</p> <p>1.1 Identify and differentiate between <i>wine styles</i></p> <p>1.2 Identify and differentiate between the <i>major grape varieties</i> used in wine production</p> <p>1.3 Identify <i>major wine producing countries</i> and the wines they produce</p> <p>1.4 Identify the <i>steps in basic wine production</i></p> <p>1.5 Describe <i>variations in grape growing and wine production techniques</i></p> <p>1.6 Interpret wine labels to identify and make assessment of wine contained within bottles</p> <p>Element 2: Store and retrieve wines</p> <p>2.1 Develop in-house <i>wine storage facilities</i></p> <p>2.2 Create floor wine displays and self-service stands</p> <p>2.3 <i>Store wines</i> in established wine storage facilities</p> <p>2.4 <i>Retrieve wines</i> for service/sale</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to all industry sectors that includes the table service of wine within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> Food and Beverage Service <p><i>Wine styles</i> must include:</p> <ul style="list-style-type: none"> • Still reds and still whites • Sparkling reds and sparkling whites • Pink wines • Fortified wines • Rice wines • Styles of wines distinctive to, or popular within, individual establishments and/or host countries • Generic wines and varietals • Impact of european union (eu) and european economic community (eec) on wine production and naming protocols <p><i>Major grape varieties</i> must include:</p> <ul style="list-style-type: none"> • Red, such as but not limited to Shiraz, Cabernet Sauvignon, Merlot, Pinot Noir • White, such as but not limited to Chardonnay, Rhine Riesling, Semillon, Sauvignon Blanc, 	

<p>Element 3: Undertake sensory appraisal of wines</p> <p>3.1 Create the <i>conditions for wine tasting</i> and appraisal</p> <p>3.2 Evaluate wines by <i>sight, taste and smell</i></p> <p>3.3 Identify wines by style and grape variety</p> <p>3.4 Determine <i>wine quality and characteristics</i></p> <p>3.5 Identify <i>wine faults</i></p> <p>Element 4: Provide advice to patrons</p> <p>4.1 Present wine list/lists to patrons</p> <p>4.2 Identify patron preferences and food that has been ordered</p> <p>4.3 Recommend suitable <i>wine and food combinations</i> to meet identified needs and preferences</p> <p>4.4 Explain choice of recommended wine and food combinations</p> <p>4.5 Inform patrons of relevant wine production countries, grape varieties, wine production techniques and associated wine industry information, trends and details</p> <p>4.6 Interpret <i>wine medals and wine judging methodologies</i></p> <p>Element 5: Serve wines</p> <p>5.1 Present and serve red table wines</p> <p>5.2 Present and serve white table wines</p> <p>5.3 Present and serve sparkling wines</p> <p>5.4 Present and serve fortified wines</p>	<p>Chenin Blanc, Colombard</p> <ul style="list-style-type: none"> • Grape Varieties Distinctive To, Or Popular Within, Individual Establishments And/Or Host Countries <p><i>Major wine producing countries</i> must include:</p> <ul style="list-style-type: none"> • Australia, France (Including Bordeaux, Burgundy, Champagne), Germany, Italy, Portugal, New Zealand, Chile, South Africa, California, Bali • Other countries and/or regions popular within individual establishments and/or host countries <p><i>Steps in basic wine production</i> must include:</p> <ul style="list-style-type: none"> • The basic steps may be seen as, harvesting grapes, crushing, pressing, yeast addition, fermentation, clarification and stabilisation, storage, bottling, bottle maturation • Consideration of variations in winemaking including white wine, red wine, sparkling wine and fortified wine production techniques <p><i>Variations in grape growing and wine production techniques</i> may include:</p> <ul style="list-style-type: none"> • Impact of geographical location, soil, climate considering macro-/micro-climates • Canopy and harvest management, rainfall and/or irrigation, fertilisers used • Techniques such as maceration, cold fermentation, barrel fermentation, use of oak, ageing, malolactic fermentation, reduced alcohol wines and various viticulture techniques • Alternative methods for the production of sparkling wines, including, <i>méthode champenoise</i>, transfer method, bulk method, injection method <p><i>Wine storage facilities</i> should include:</p> <ul style="list-style-type: none"> • Storage facilities for red, white, sparkling and fortified wines • Create appropriate storage conditions for each wine classification, including suitable space, temperatures and humidity • Facilities to allow the cellaring of vintage wines for future use • Consideration of a system to store wines according to type, vintage, style, maker or country
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5.5 Serve house wines

5.6 Respond to patron complaints about wine

Element 6: Maintain wine knowledge

6.1 Implement *formal and informal research* to update knowledge about wine

6.2 Identify *emerging trends* in the consumption of wine and changes in patron preferences

6.3 *Share updated wine knowledge* with others

Store wines must include:

- Completion of necessary in-house documentation to record wine storage
- Storage of red, white, sparkling and fortified wines under correct storage conditions
- Ensuring the security and presentation of all products
- Monitoring wine and bottle conditions during storage

Retrieve wines must include:

- Completion of necessary in-house documentation to track stock movement of wine
- Retrieval of designated red, white, sparkling and fortified wines to meet customer requests and/or display and other internal requirements
- Verifying the condition of wines that are retrieved

Conditions for wine tasting must include:

- Preparation of suitable venue with necessary accoutrements such as glassware, corkscrews, spittoons, product information sheets, tasting notes, tasting and wine style criteria
- Assembly of appropriate wines

Sight, taste and smell must include:

- Swirling of wines, assessing clarity, describing colour and its intensity and assessment of alcohol content by 'legs' (viscosity)
- Recognising 'off' odours, describing smell characteristics and assessing wine age
- Recognised tasting and spitting techniques, recognising acidity, sweetness, weight/body, length and faults
- Describing flavour intensity and assessing balance of the wine on the palate

Wine quality and characteristics (wine evaluation) must include:

- Comparison and rating of wines against set criteria

- Assessing acceptability of wines against identified preferences of target markets
- Consideration and evaluation of wine clarity, colour, type, alcohol, aroma, flavour, sweetness, acidity, body, weight, mouth feel, tannin, balance and length
- Consideration of the suitability of wines for ageing/cellaring

Wine faults must include:

- Deposits, haze, tartrates, oxidation, cork taint and excessive sulphur
- Visible problems with bottles, labels and corks before wines are opened

Wine and food combinations must include nominating suitable wine marriages for:

- Appetisers and entrees
- Main course dishes, including primary ingredients that include meat, such as beef, lamb, pork, and poultry, fish and seafood, pasta, wet dishes, salads, and cuisine dishes specific to the host country
- Hot and cold desserts
- Cheese platters
- Nominated occasions, celebrations and special events

Wine medals and wine judging methodologies must include:

- Identification of wine criteria for show judging purposes
- Identification and interpretation of wine trophies
- Explanation of the medal classifications that apply to wine judging
- Explanation of techniques used by wine judges to evaluate and score wines submitted for judging

Serve wines must include:

- Presentation and announcement of wines to patrons prior to opening, including checking of quality, temperature and bottle presentation

- Selection and setting of appropriate glassware by style and capacity to match the chosen wine, including the use of trays to carry glassware to table
- Use of wine serving accoutrements, including wine baskets, Waiter's Friend, corkscrews, candle, decanter, napkins, wine lists
- Decanting of wines that have thrown deposits
- Application of traditional wine service ritual
- Pouring of wines at table
- Tasting of wine by host and pouring of wine to other guests
- Replenishment of glasses and selling additional wine, where appropriate
- Clearing of wine glasses, bottles and corks from tables
- Compliance with liquor licensing and service legislation of the host country
- Compliance with safe food handling requirements of the host country

Formal and informal research should include:

- Reading trade/wine magazines and other literature
- Attending wine shows and seminars
- Speaking with industry representatives
- Visiting wineries and speaking with wine makers
- Tasting wines and building a comprehensive set of personal tasting notes
- Reviewing new wine releases
- Attending wine training courses/sessions

Emerging trends should include:

- In-house patterns and trends
- Host country patterns and trends
- International patterns and trends

Share updated wine knowledge must include:

- Dissemination Of New Wine Knowledge To Waiting Staff, Management And Patrons

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- The enterprise's policies and procedures in regard to the sale, service and promotion of alcohol
- Ability to use safe food handling techniques
- Ability to research and maintain specialised knowledge in relation to all wine types from a diverse range of wine countries
- Selling, promotional and interpersonal skills including communication, complaint resolution and refusal of service
- Knowledge of wine suppliers who can assist in meeting establishment wine needs

Linkages To Other Units

- Provide food and beverage service
- Operate a bar facility
- Manage responsible service of alcohol
- Promote hospitality products and services
- Comply with workplace hygiene procedures
- Develop and maintain food and beverage product knowledge
- Provide advice to patrons on food and beverage services

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of why safe food handling procedures must be followed
- Demonstrated ability to evaluate a nominated range of wines from each wine category
- Demonstrated ability to comply with the liquor licensing requirements of the host country
- Demonstrated ability to research and present information on a nominated wine

- Demonstrated ability to store, monitor and retrieve designated wines
- Demonstrated ability to present, where appropriate, serve and clear:
 - Red table wines
 - White table wines
 - Sparkling wines
 - Fortified wines
 - House wines
- Demonstrated Ability To Recommend Wines That Would Be Suitable To Accompany A Range Of Nominated Menu Items

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace settings which must include:
 - Service area such as a dining room or restaurant
 - Patrons
 - Wine storage areas/cellars
 - Food menu to serve, as the basis for recommending wines
 - Wine list/s
 - Glassware and wine service requisites

Resource Implications

Training and assessment must include the use of real products, materials, utensils, and wines; and access to workplace standards, procedures, policies, guidelines, tools and equipment

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Taste testing, identification and evaluation of a nominated range of wines including identification of nominated wine faults

- Development of new wine storage facilities or written critique of existing wine storage facilities within the host enterprise
- Creation of an in-room display to promote a nominated wine product
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work
- Simulations

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	3	Gather information on wines, the industry and trends; read wine literature; write tasting notes
Communicating ideas and information	3	Share information with patrons and other staff; work with wine suppliers, makers and distributors
Planning and organising activities	2	Organise wine storage/cellaring and advise on wine stocks
Working with others and in teams	1	Provide timely service of wines to match food service
Using mathematical ideas and techniques	1	Calculate quantity of wine required for parties
Solving problems	2	Resolve patron complaints; change wine lists to mirror changes in food menus
Using technology	1	Use wine storage equipment and other wine service accoutrements

