

UNIT TITLE: DEVELOP AND MAINTAIN FOOD & BEVERAGE PRODUCT KNOWLEDGE		NOMINAL HOURS: 55
UNIT NUMBER: D1.HBS.CL5.02		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to develop and maintain food and beverage product knowledge in a range of settings within the in the hotel industries workplace context		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Obtain product information on food and beverages</p> <p>1.1 Research general <i>information on food and beverage</i> products</p> <p>1.2 Identify information required to fulfil responsibilities of job role</p> <p>1.3 Develop and maintain product knowledge in line with job role and responsibilities</p> <p>1.4 Identify <i>features</i> of specific food and beverages which have potential customer appeal</p> <p>Element 2: Provide customers with relevant food and beverage product knowledge</p> <p>2.1 Offer advice on suitable <i>combinations of foods and food and beverages</i> where appropriate</p> <p>2.2 Provide assistance to customers on selection of food and beverage items</p> <p>2.3 Respond courteously and authoritatively to customer questions in relation to menus and drink lists</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 require food and beverage product knowledge within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food and Beverage Service</p> <p><i>Information may be obtained from:</i></p> <ul style="list-style-type: none"> • Trade magazines and feature newspaper articles • Food and beverage reference books • Recipes and menus • Internet • Tastings and other promotional activities • Trade shows, exhibitions, food and beverage festivals • Food and cooking demonstrations • Sales representatives • Customers • Chefs, cooks and other food service personnel. 	

2.4 Provide advice on menu items that reflect the *special dietary or cultural requirements* of customers

Food knowledge may be required for:

- Appetisers
- Soups
- Meat, fish and seafood
- Vegetables
- Desserts and sweets
- Snacks
- Cheeses
- Fruit
- Salads
- Pre-packaged food items
- Specialist cuisine items.

Beverage knowledge may be required for:

- Wines
- Spirits
- Liqueurs
- Beers
- Non-alcoholic drinks.

Features should relate to:

- The relationship between specific foods and beverages
- Knowledge of specific foods, including characteristics, region of origin, expert opinions, cultural aspects
- Knowledge of specific beverages, including characteristics, region of origin, expert opinions, vintages, value, cultural aspect
- Foods and wines sourced from the local area
- Enterprise menus, specials and trends.

Combinations of foods and food and beverages may relate to:

- Customer preferences
- Traditional combinations of foods and food and beverages
- Balance of textures, colour and nutrition
- Cultural.

Cultural requirements should include:

- Kosher
- Halal
- Food exclusions for allergies and food intolerance
- Vegetarian.

Assessment Guide

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

- Knowledge of the features of commonly prepared dishes as appropriate to the industry sector
- Knowledge of traditional accompaniments for different types of food
- Knowledge of service styles for different types of food
- Knowledge of compatibility of common food and beverage items
- Knowledge of common cultural and dietary issues and options
- Knowledge of special dietary requirements, including food exclusions for allergies and food intolerance.

Linkages To Other Units

- Provide a link between kitchen and service area
- Provide food and beverage services.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to update and maintain current and relevant food and beverage product knowledge
- Demonstrated ability to apply relevant food and beverage product knowledge
- Demonstrated ability to offer customers options that reflect common cultural and dietary issues
- Demonstrated ability to provide customers options that reflect food exclusions for allergies and food intolerance.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility
- Assessment must include work activities that allow the candidate to respond to multiple and varying customer service and communication situations that require the application of food and beverage product knowledge relevant to work area, job role and area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace; 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:

- Case studies
- Observation of practical candidate performance

- Oral and written questions
- Portfolio evidence
- Problem solving
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

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	1	Collect information on a range of food and beverage products
Communicating ideas and information	2	Respond to customer queries and provide accurate information
Planning and organising activities	2	Identify the most appropriate way to maintain food and beverage product knowledge
Working with others and in teams	2	Respond to internal and external customer requests that require product knowledge of food and beverages
Using mathematical ideas and techniques	-	
Solving problems	2	Provide advice to customers with specific dietary needs
Using technology	1	Use computers for research