

UNIT TITLE: PROVIDE ADVICE TO PATRONS ON FOOD AND BEVERAGE SERVICES		NOMINAL HOURS: 80
UNIT NUMBER: D1.HBS.CL5.10		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to provide advice to patrons on food and beverage services in a range of settings within the hotel industries workplace context.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Update food and beverage knowledge</p> <p>1.1 Research general <i>information</i> on <i>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: Advise on menu items</p> <p>2.1 Offer advice on suitable <i>combinations of foods, and food and beverages, where appropriate</i></p> <p>2.2 Provide <i>assistance</i> to customers on selection of food and beverage items</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 provide advice to patrons on food and beverage services within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food and Beverage Service</p> <p><i>Information</i> may be obtained from:</p> <ul style="list-style-type: none"> • Trade magazines and feature newspaper articles • Food and beverage reference books • Recipes and menus • Internet • Wine/food tasting events and other promotional activities • Trade shows, exhibitions, food and beverage festivals • Food and cooking demonstrations 	

<p>2.3 Respond courteously and authoritatively to customer questions in relation to menus and drink lists</p> <p>2.4 Discuss, where appropriate, methods of cooking and different <i>culinary styles</i> in clear and simple language</p> <p>2.5 <i>Provide explanations</i>, for menu items, where appropriate, in clear and simple language</p> <p>Element 3: Provide wine advice</p> <p>3.1 Offer, where appropriate, assistance to customers making <i>wine selections</i></p> <p>3.2 Provide specific advice on the <i>compatibility of different wines for menu items</i></p> <p>3.3 Provide correct and current information about different <i>wine selections</i></p> <p>3.4 Discuss, where appropriate, <i>wine characteristics</i> in clear and simple language</p>	<ul style="list-style-type: none"> • Sales representatives • Customers, e.g. Customer opinion and feedback • Chefs, cooks and other food service personnel <p><i>Food may relate to:</i></p> <ul style="list-style-type: none"> • Appetisers • Soups • Meat, fish and seafood • Vegetables • Desserts and sweets • Snacks • Cheeses • Fruit • Salads • Pre-packaged food items • Specialist cuisine items <p><i>Beverage may relate to:</i></p> <ul style="list-style-type: none"> • Wines • Spirits • Liqueurs • Beers • Non-alcoholic drinks
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Features should relate to:

- The relationship between specific foods and beverages
- Knowledge of specific foods, including characteristics, region of origin, expert opinions
- Knowledge of specific beverages, including characteristics, region of origin, expert opinions, vintages, value
- 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

Assistance might include:

- Compatibility of food and wine choices
- Interpreting menu

Methods of cooking include:

- Braising
- Stewing
- Poaching
- Boiling, simmering
- Steaming, including atmospheric and/or pressure
- Roasting, pot roasting
- Baking

- Grilling
- Deep and shallow frying
- Wrapped food, including paper bag, vine, banana leaf, paper, bark
- Microwave

Culinary styles include:

- Asian, including Chinese, Indian, Thai, Vietnamese, Japanese
- French
- Italian
- German
- Greek
- Spanish

Provide explanations may relate to:

- Cooking methods
- Culinary style
- Ingredients
- Cooking times
- Vegetarian/food allergens options

Wine selections may include:

- Red varietals
- White varietals
- Sparkling
- Type of grape
- Country of origin

Compatibility of different wines for menu items may include:

- Commonly known food and wine marriages
- Interaction of primary flavours of food and wine

Wine characteristics may include:

- Aromatic
- Rich
- Fruity
- Soft
- Spicy
- Bold

Assessment Guide

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

- Knowledge of methods of preparation and cooking
- Knowledge of common cultural, and dietary issues and options
- Knowledge of accompaniments and garnishes
- Knowledge of origin of food and beverage ingredients
- Knowledge of presentation styles
- Knowledge of service styles
- Knowledge of compatibility of common food and beverage items

Linkages To Other Units

- Develop and update local knowledge
- Develop and maintain food and beverage product knowledge

- Work effectively with colleagues and customers
- Provide a link between kitchen and service areas
- Provide food and beverage service
- Take food orders and provide table service
- Receive and resolve customer complaints
- Maintain hospitality industry knowledge

Critical Aspects of Assessment

Evidence of the following is essential:

- Detailed knowledge of food types and range of beverages, and in particular detailed knowledge of wines
- Demonstrated ability to update and maintain current and relevant food and beverage product knowledge
- Demonstrated ability to apply relevant food and beverage product knowledge

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration of the ability to acquire and utilise appropriate food and beverage product knowledge 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, job role and area of responsibility
- Assessment must include project or 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 requiring product knowledge of food and beverages
	Using mathematical ideas and techniques	-	
	Solving problems	2	Provide advice to customers with specific taste preferences
	Using technology	-	