

## U06102

## Prepare and serve bottled wines

Unit Descriptor:

This unit describes the competence required to prepare and serve bottled wines.

**The unit describes the essential abilities of:**

- Responding to customer needs
- Problem solving
- Communicating effectively
- Working in a safe and hygienic manner
- Operating within organisational procedures
- Meeting legal requirements

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |  |  |
|--|--|
| 1. Prepare service areas, equipment and stock for wine service | 1.1 Sufficient stocks of service linen, table items, <b>service equipment</b> and wine lists are clean and ready for use.  |
|  | 1.2 Sufficient <b>wine</b> stock is free from damage, available for service and is served at the correct serving temperature.  |
|  | 1.3 <b>unexpected situations</b> are dealt with effectively and the appropriate person(s) informed where necessary.  |
|  | 1.4 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene <b>regulations</b> and organisational procedures. |
| 2. Determine customer requirements for wines                   | 2.1 Customers are greeted and dealt with in a polite manner at all times.  |
|  | 2.2 Customer is identified and wine list is presented within the appropriate timescale.  |

- 2.3 Accurate **wine list information** is given to meet customer requirements.
  - 2.4 An effective rapport with the customer is established and maintained throughout the service.
  - 2.5 Customers' queries are dealt with politely, correctly and promptly and queries outside own responsibility are referred to the appropriate person.
  - 2.6 Customers' orders are accurately identified, recorded and dealt with in line with service operations.
  - 2.7 Opportunities are taken to up-sell wines at all times.
  - 2.8 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
  - 2.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
3. Present and serve wines
- 3.1 Beverage service areas, **service equipment** and wine are prepared correctly for service.
  - 3.2 Customers are served in a polite and helpful manner at all times.
  - 3.3 The **wine** is handled and presented to the customer in a style and manner appropriate to the product at all times.
  - 3.4 The wine is served at the appropriate temperature using the correct service equipment.

- 3.5 Faults with the wine are accurately identified and dealt with in accordance with customers' requirements and organisational procedures.
- 3.6 Customers' wine glasses are regularly replenished in accordance with customers' requirements and established procedures.
- 3.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
- 3.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Prepare service areas, equipment and stock for wine service:**

- A. Service equipment:** *(also applies to elements 3)*
  - (i) glassware
  - (ii) trays
  - (iii) service cloths/linen
  - (iv) corkscrews/bottle opener
  - (v) ice buckets/stands
  - (vi) chillers/coolers
  
- B. Wine:** *(also applies to element 3)*
  - (i) red
  - (ii) white
  - (iii) sparkling and semi-sparkling
  - (iv) rosé
  - (v) low/non-alcohol
  
- C. Unexpected situations** *(also applies to elements 2 and 3)*
  - (i) equipment faults
  - (ii) damaged wine stock
  - (iii) customer incidents
  - (iv) problems with availability of wine
  
- D. Regulations:** *(also applies to element 2)*
  - (i) legislation
  - (ii) manufacturer
  - (iii) supplier
  
- E. Wine list information:** *(also applies to elements 2)*
  - (i) name and type of wine
  - (ii) prices
  - (iii) main characteristics
  - (iv) alcohol content
  - (v) country of origin

## UNDERPINNING KNOWLEDGE AND SKILLS

### Product Knowledge

1. What equipment is necessary for different types of wine.
2. What temperatures, different types of wine should be stored and maintained at before service.
3. How to interpret the wine label information.
4. What are the non-alcohol and low-alcohol products
5. What are the ways of describing the characteristics of wines to customers.
6. What is the correct temperature for maintaining different wines during the service.
7. What is the correct method of service (etiquette)
8. How many glasses are obtainable from bottle sizes listed.

### Customer Care

9. What are the best ways of identifying the needs of the customers.
10. What factors to consider when providing advice to customers on choice of wine, including customers' expressed taste, compatibility with selected meal, the occasion and organisation's requirements for sales.

### Health and Safety:

11. What the various safety procedures involved in opening a bottle of champagne or sparkling wine are.

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

#### **Element 1: Prepare service areas, equipment and stock for wine service**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 4 and a minimum of:

- All items from the range of A
- All items from the range of B

#### **Element 2: Determine customer requirements for wines**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 4 and 6 and a minimum of:

- All items from the range of E

#### **Element 3: Present and serve wines**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1,2,3,4 and 6 and a minimum of:

- 4 items from the range of A
- 4 items from the range of B

*The following applies to Elements 1, 2 and 3:*

By supplementary evidence in the form of questioning, and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation record by your assessor of how you prepare service areas, equipment and stock for wine service.
- Observation record by your assessor of how you determine customer requirements for wines.
- Observation record by your assessor of how you present and serve wines.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare service areas, equipment and stock for wine service, determine customer requirements for wines and present and serve wines.
- Witness testimony from customers, colleagues, line manager that you provide evidence of how you prepare service areas, equipment and stock for wine service, determine customer requirements for wines and present and serve wines.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.