



Australian Government

Assessment Requirements for FBPCDS3003 Coordinate winery hospitality activities

Release: 1

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Modification History

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 2.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has planned, conducted and evaluated winery hospitality activities and has demonstrated the following at least once:

- accessed workplace information and schedules to identify winery hospitality activity coordination requirements
- planned and coordinated resources and supply of services appropriate to each hospitality event
- applied a high level of personal presentation
- handled customer requests, bookings and ad-hoc requests
- prepared schedules, briefing notes and other support materials for staff, suppliers and customers
- coordinated services, products and activities for hospitality events
- monitored hospitality facilities and service provision
- briefed team members and suppliers on roles and responsibilities
- monitored and dealt with problems and special requests during hospitality activities
- gathered feedback and data to evaluate winery hospitality activities
- used results of evaluations to improve future activities
- followed health and safety in the workplace procedures when coordinating winery hospitality activities.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- links to related work areas and resources such as cellar door, public relations and marketing
- workplace procedures and responsibility for:

- reporting problems
- recording requirements
- customer service and complaints
- workplace product and service range
- workplace and brand promotional objectives
- format and interpretation of promotional schedules
- roles and responsibilities of supporting functions
- legislative and regulatory requirements as they apply in the workplace, including:
 - serving and selling liquor
 - industry codes of practice
 - consumer law
 - health and safety in the workplace procedures for employees and customers.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or a realistic environment that allows the individual to conduct the required winery hospitality activity
- resources, equipment and materials:
 - documentation or technology for coordinating events
 - documentation or technology for preparing, recording and communicating information relating to the event
- specifications:
 - workplace promotional schedule and information about hospitality event and/or customer requirements
 - workplace procedures relating to winery and hospitality events
- relationships (internal and/or external):
 - staff and suppliers to brief
 - customers.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are found in VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>