



Australian Government

**FBPCDS3003 Coordinate winery
hospitality activities**

Release: 1

FBPCDS3003 Coordinate winery hospitality activities

Modification History

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

Application

This unit of competency describes the skills and knowledge required to plan, conduct and evaluate winery hospitality activities. It includes limited responsibility for the work of others.

The unit applies to individuals who work under broad direction and take responsibility for coordinating hospitality activities conducted as part of cellar door operations in the wine industry.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety, and food safety regulations, legislation and standards that apply to the workplace.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Cellar Door (CDS)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify required hospitality activities	1.1 Interpret workplace or organisation promotional schedule and apply to hospitality activities 1.2 Respond to ad-hoc customer requests and bookings according to workplace procedures 1.3 Confirm health and safety in the workplace, regulatory and

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	workplace procedures relating to winery hospitality activities
2. Plan and organise hospitality activities	2.1 Identify resources required to implement hospitality activities 2.2 Negotiate prices and services with suppliers and customers 2.3 Confirm supply of necessary resources and services according to supplier agreements and workplace procedures
3. Prepare for winery hospitality activities	3.1 Prepare a schedule of events to ensure timely and effective implementation of activities 3.2 Prepare or produce support materials in line with promotional schedule and workplace requirements 3.3 Brief team and suppliers on their roles and responsibilities
4. Implement hospitality activities	4.1 Coordinate resources effectively and efficiently to meet customer and workplace objectives 4.2 Monitor and maintain hospitality facilities within limits of responsibility 4.3 Recognise, rectify and report problems and anomalies to appropriate personnel
5. Evaluate winery hospitality activities	5.1 Evaluate team performance based on workplace and customer objectives 5.2 Encourage and review customer feedback to improve performance 5.3 Assess suppliers and give feedback according to workplace procedures 5.4 Collate information to use for the financial and promotional viability assessment 5.5 Identify areas for improvement based on evidence collected and make recommendations to appropriate personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Interpret information from a variety of workplace documents
Writing	<ul style="list-style-type: none"> Produce workplace documentation in required format
Oral Communication	<ul style="list-style-type: none"> Provide information using language appropriate to audience Use questioning skills to gather feedback Use active listening skills to respond to questions or feedback from others
Numeracy	<ul style="list-style-type: none"> Perform calculations relating to measurements, quantities, volumes and monetary value
Navigate the world of work	<ul style="list-style-type: none"> Understand and comply with legislative and workplace requirements relevant to own role
Interact with others	<ul style="list-style-type: none"> Use accepted practices and protocols for communicating with internal personnel and people external to the organisation
Get the work done	<ul style="list-style-type: none"> Plan, sequence and implement tasks required to achieve outcomes Use analytical skills to address problems and make decisions related to hospitality activities requirements

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPCDS3003 Coordinate winery hospitality activities	FDPCD3003A Coordinate winery hospitality activities	<p>Updated to meet Standards for Training Packages</p> <p>Minor changes to Performance Criteria for clarity</p> <p>Prerequisites removed</p>	Equivalent unit

Links

Companion Volume Implementation Guides are found in VETNet: -

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