



Australian Government

FBPPPL4008 Prepare and present artisan food and/or beverages

Release: 1

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Modification History

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to prepare and present artisanal food and beverages to a customer in a retail environment.

This unit applies to those individuals who work in a food and beverage sales setting, with responsibility for storing, displaying and presenting products to a customer.

Where this unit includes serving alcoholic beverages, the requirements for Responsible Service of Alcohol (RSA) must be met. Food business licensing and regulatory requirements also apply to this unit, so local requirements must be checked before delivery. All work must comply with Australian food safety standards and relevant codes of practice.

Pre-requisite Unit

Nil

Unit Sector

People, Planning and Logistics (PPL)

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. Recognise and identify key product features	1.1 Identify specific artisan food or beverage product and its characteristics 1.2 Identify raw materials used to make product and their characteristics 1.3 Identify different processes used to make variations of the product 1.4 Identify key sensory traits of the product

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.5 Identify factors affecting product storage
2. Set up product tasting area	<p>2.1 Prepare products for tasting using appropriate techniques for product style or characteristics</p> <p>2.2 Check products to ensure they are fit for customer consumption</p> <p>2.3 Prepare tasting equipment suitable to product and tasting requirements and set up ready for use by customers</p> <p>2.4 Prepare adequate supplies of suitable support materials and place ready for use</p> <p>2.5 Confirm tasting preparation meets health and safety requirements</p>
3. Conduct product tastings	<p>3.1 Design and assemble sample product tasting based on an identified theme</p> <p>3.2 Encourage customers to sample product range in the most beneficial order to experience product characteristics effectively</p> <p>3.3 Explain product features and processing techniques to customers</p> <p>3.4 Give customers time and privacy to sample each product</p> <p>3.5 Encourage customers to ask questions and provide feedback on products</p> <p>3.6 Answer customer queries accurately and comprehensively, or refer to another information resource</p> <p>3.7 Adjust tasting order and product range to suit customer requirements</p> <p>3.8 Follow safety requirements for durations food can be left out of controlled temperature storage</p>
4. Store artisan food or beverage product	<p>4.1 Store products to maintain quality and flavour</p> <p>4.2 Complete records to meet regulatory and sales requirements</p> <p>4.3 Clean workspace to meet regulatory requirements</p>

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
Oral communication	<ul style="list-style-type: none">• Interact effectively with customers in a retail environment• Describe product characteristics using industry-specific language
Numeracy	<ul style="list-style-type: none">• Estimate weights or volume of product with reasonable accuracy

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPPPL4008 Prepare and present artisan food and/or beverages	Not applicable	New unit	No equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>