



Australian Government

SITHFAB029 Conduct a product tasting for alcoholic beverages

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to set up and conduct product tastings of alcoholic beverages and provide information on the key characteristics of the alcohol on offer for tasting. It requires the ability to taste and self-evaluate products on offer, set up and conduct tastings, interact with customers and maintain products at optimum quality throughout the product tasting.

The unit applies to hospitality, retail and wholesale organisations that conduct product tastings of wines, beers, spirits or liqueurs.

It applies to frontline sales and operational personnel who operate with some level of independence and under limited supervision. This includes beverage sales consultants, winery sales staff, bar specialists, sommeliers and bar attendants.

The sale and service of alcohol, including in product tastings, is subject to the provisions of Responsible Service of Alcohol (RSA) law in each State and Territory of Australia.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Pre-requisite Unit

SITHFAB021 Provide responsible service of alcohol

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Taste and evaluate

1.1. Identify basic characteristics of alcoholic beverages using

- alcoholic beverages. sensory evaluation techniques.
2. Set up and serve tasting samples.
 - 1.2. Use information from evaluations to prepare for tastings.
 - 2.1. Set up tasting area, equipment and supplies according to safety procedures and organisational standards.
 - 2.2. Make tasting environment conducive to effective tasting.
 - 2.3. Prepare and open products using techniques appropriate to particular product characteristics.
 - 2.4. Pour and present product to customers according to legal requirements and organisational procedures.
 - 2.5. Serve tasting samples in an order that allows the customer to experience different product characteristics most effectively.
 - 2.6. Collect and dispose of tasting waste according to safety, hygiene and other organisational requirements.
 3. Interact with customers during tasting.
 - 3.1. Proactively provide relevant and correct information on alcoholic beverage products to customers.
 - 3.2. Encourage customers to ask questions or provide opinions on products being served.
 - 3.3. Correctly answer customer questions about alcoholic beverage products and provide appropriate assistance with selections.
 - 3.4. Facilitate tasting by customers according to responsible service of alcohol procedures.
 4. Maintain and rotate alcoholic beverage products.
 - 4.1. Maintain the quality of open and closed alcoholic beverages according to product characteristics.
 - 4.2. Store and rotate products to ensure optimum quality.
 - 4.3. Identify beverage product faults and substitute other stock or products.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:

- read and interpret organisational procedures for conducting tastings
- research information on the product on offer at the tasting.

Oral communication skills to:

- use active listening and open and closed probe questioning to determine customer preferences and offer suitable products for tasting

- Numeracy skills to:
 - express personal views in a way that develops rapport and engages customers in the tasting of various products.
 - calculate sampling quantities for each pour
 - measure and determine the correct temperature for storing and serving alcohol.
- Learning skills to:
 - continuously update knowledge of alcoholic beverages on offer for tasting.
- Problem-solving skills to:
 - evaluate the site where product tastings are conducted and set up an appealing and safe tasting environment.
- Planning and organising skills to:
 - coordinate the set up and conduct of a tasting.
- Technology skills to:
 - use tasting equipment and temperature control devices.

Unit Mapping Information

Supersedes and is equivalent to SITHFAB009 Conduct a product tasting for alcoholic beverages.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>