



Australian Government

SITHFAB037 Provide advice on food and beverage matching

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to evaluate a range of beverages and their compatibility with different food items and cuisines, provide advice to customers on their selection, and continuously extend personal product knowledge to enhance customer service. Beverages can include wine, beer, spirits and liqueurs.

The unit applies to hospitality organisations that serve food and beverage, including hotels, restaurants, wineries, fine food outlets and clubs. Advice on food and beverage matching might also be provided by wholesalers to hospitality outlets and by retail liquor outlets to retail customers.

The unit applies to frontline sales and operational personnel who operate with some level of independence and under limited supervision to provide advice to others about the matching of beverages to food items and cuisines. This includes beverage sales consultants, bar specialists, sommeliers, and other senior bar and food and beverage attendants.

The sale and service of alcohol 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

Performance criteria describe the performance needed to

*essential outcomes**demonstrate achievement of the element.*

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| 1. Evaluate foods and beverages. | 1.1. Assess the compatibility of both Australian and imported wines with various food items and cuisines.
1.2. Assess the compatibility of beers, spirits and liqueurs with various food items and cuisines.
1.3. Determine the ways in which different methods of cooking affect food compatibility with different beverages.
1.4. Evaluate the ways in which food features affect interactions with different beverages.
1.5. Determine the ways in which beverage production techniques affect beverage compatibility with different foods. |
| 2. Provide advice on food and beverage compatibility. | 2.1. Provide informed opinions and ideas to customers to support the selection of compatible food and beverage items.
2.2. Exchange and discuss options, ideas and information in a manner that builds positive rapport with customers and colleagues.
2.3. Provide tailored food and beverage matching advice that is appropriate to the specific need.
2.4. Take account of business considerations when providing advice.
2.5. Adapt and adjust advice appropriately to meet particular organisational requirements. |
| 3. Extend and update own knowledge of food and beverage compatibility. | 3.1. Research information on current and emerging food and beverage service trends and customer preferences.
3.2. Identify customer taste trends based on customer contact and workplace interaction.
3.3. Provide informed input about food and beverage matching to support organisational activities. |

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.

DESCRIPTION

SKILLS

- | | |
|--------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> • comprehend detailed product information, promotional material and reviews about cuisines and beverages. |
| Writing skills to: | <ul style="list-style-type: none"> • summarise notes and record information in basic documents, |

- information sheets and files.
- Oral communication skills to:
- interact effectively with diverse customers to:
 - listen to customer preferences
 - discuss and debate different ideas and opinions using language appropriate to customers' knowledge
 - provide advice about food and beverage matching.
- Learning skills to:
- review own knowledge of food and beverage compatibility and participate in activities that continuously update it.
- Problem-solving skills to:
- adjust advice to take account of any customer budget constraints.
- Teamwork skills to:
- share current knowledge and new information with colleagues.
- Self-management skills to:
- take responsibility for sourcing and updating current and emerging product information.
- Technology skills to:
- research information on food and beverages and current trends.

Unit Mapping Information

Supersedes and is equivalent to SITHFAB017 Provide advice on food and beverage matching

Links

Companion Volume implementation guides are found in VETNet -

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