



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB222A Conduct a product tasting for alcoholic beverages

Revision Number: 1

SITHFAB222A Conduct a product tasting for alcoholic beverages

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to set up and conduct product tastings of alcoholic beverages.

The focus of this unit is on the practical skills to set up and conduct a tasting, underpinned by a broad general knowledge of alcoholic beverage products and a specific knowledge of products being tasted. The scope and depth of general knowledge will vary according to the work context but is broadly similar to that found in the food and beverage service unit SITHFAB005A Provide table service of alcoholic beverages.

Some states and territories have legislative requirements in relation to service of alcohol that impact on the work activities described in this unit.

Application of the Unit

Application of the unit This unit applies to those conducting product tastings of wines, beers, spirits or liqueurs. It is applicable to people working in a range of environments, such as wineries, restaurants or retail liquor outlets. It may also apply to liquor wholesalers who conduct tastings for retailers.

For those working in roles where a deeper, specialised knowledge of wines and other alcoholic beverages is required, this unit should be combined with all or some of the following units:

- SITHFAB323A Provide advice on beers, spirits and liqueurs
- SITHFAB325A Provide specialised advice on Australian wines
- SITHFAB326A Provide specialised advice on imported wines

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units • SITHFAB009A Provide responsible service of alcohol

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1	Taste and evaluate alcoholic beverages.	1.1 Identify basic characteristics of <i>alcoholic beverages</i> using <i>sensory evaluation techniques</i> .
		1.2 Use information from evaluations in preparation for tastings.
2	Set up and serve tasting samples.	2.1 Set up <i>tasting area, equipment and supplies</i> according to hygiene and other safety requirements.
		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 the customer in accordance with legal requirements and workplace policies.
		2.5 Serve tasting samples in 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 enterprise 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 <i>common customer questions about alcoholic beverage</i> products and provide appropriate assistance with selections.

ELEMENT**PERFORMANCE CRITERIA**

- 3.4 Encourage and facilitate responsible tasting by customers in accordance with Responsible Service of Alcohol provisions.
- 4 Handle and store alcoholic beverage products.
- 4.1 Handle alcoholic beverage products in a manner that ensures quality is maintained.
- 4.2 Maintain opened products as required by product characteristics.
- 4.3 Store and rotate products to ensure optimum quality and in accordance with workplace procedures.
- 4.4 Identify *common beverage product faults* and apply knowledge to work activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- customer service and communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to read and interpret labels and other general information about alcoholic beverages
- literacy skills to read workplace policies and procedures relating to hygiene, safety, legal and enterprise requirements and RSA provisions
- organisational skills to co-ordinate the set up and conduct of a tasting
- problem-solving skills to respond to common wine product faults and routine customer service issues.

The following knowledge must be assessed as part of this unit:

- safety considerations for product tastings, including those around potential set-up hazards and use of glassware
- correct and safe opening procedures for different types of bottled beverages
- ways of ensuring conducive environment for tasting:

maintaining appropriate temperature

neutralising odours

eradicating or reducing noise

optimising light conditions

- hygiene requirements in relation to product tastings, including for handling and use of:

glassware

spittoons

opened products

other tableware

- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this may be covered by completion of SITHFAB009A Provide responsible service of alcohol).
- general knowledge of wines in relation to:

Australian and international wine types

general features of wine from main Australian wine producing areas

REQUIRED SKILLS AND KNOWLEDGE

compatibility of major Australian and international wine styles to different types of food (general knowledge only)

main grape varieties and wine types, including:

- red, including cabernet sauvignon, shiraz, pinot noir and merlot
- white, including semillon, sauvignon blanc, riesling and chardonnay
- blended wines, including cabernet sauvignon, merlot, semillon and sauvignon blanc
- sparkling wines
- popular fortified wines, including sherry, port, muscat, vermouth, tokay and marsala
- dessert wines
- general knowledge of beers, spirits and liqueurs (including ready to drink products) in relation to:

flavour and characteristics

differences between Australian and imported products

glassware required for different types of beverage

- general knowledge of non-alcoholic beverages
- specific knowledge of products appropriate to the workplace
- general knowledge of storage and handling requirements for different alcoholic beverages
- content of beverage labels and how to interpret them.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to set up and conduct a product tasting in accordance with relevant safety, hygiene and other workplace requirements
- effective interaction with customers
- ability to provide accurate advice about products being tasted
- knowledge of alcoholic beverages as specified under required knowledge.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- interaction with and involvement of customers or colleagues with varying requirements or requests about alcoholic beverages
- access to information on alcoholic beverage products.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of candidate interacting with customers during a product tasting
- oral or written questions to assess knowledge of safety and hygiene issues around product tastings
- observation of a presentation on specific beverage products
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the candidate.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Alcoholic beverages may include:

- still wines
- fortified wines
- sparkling wines
- beer
- spirits
- liqueurs.

Sensory evaluation techniques may include:

- sight, to check for clarity, brightness, and intensity and shade of colour
- smell or nose, aroma and bouquet
- taste components, including bitter, acid, salt, sweet and umami.

Tasting area, equipment and supplies may include:

- glassware
- spittoons or spit buckets
- napkins
- chilling equipment
- ice
- wine lists
- light food
- tasting notes
- evaluation sheets
- promotional and pricing literature
- opening devices
- tables and tableware.

RANGE STATEMENT

Common customer questions about alcoholic beverages may include questions about:

- food and beverage matching
- cellaring requirements
- optimum time to drink
- comparisons between products
- value for money.

Common beverage product faults may include:

- cork problems (drying, shrinking, expansion, oxidation, bleeding and ageing)
- haze
- excessive hydrogen sulphide
- tartrates
- oxidation.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage