



**Australian Government**

# **SITHFAB304 Provide advice on beers, spirits and liqueurs**

**Release 1**

## SITHFAB304 Provide advice on beers, spirits and liqueurs

### Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	<p>E</p> <p>Replaces and is equivalent to SITHFAB323A Provide advice on beers, spirits and liqueurs.</p> <p>Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content. SITHFAB201 Provide responsible service of alcohol added as a prerequisite.</p>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to evaluate a range of local and imported beers, spirits and liqueurs, provide advice to customers on their selection and to continuously extend personal product knowledge.

### Application of the Unit

This unit applies to hospitality, retail and wholesale organisations which sell beers, spirits and liqueurs.

It applies to senior personnel who operate independently or with limited guidance from others and who have substantial specialist knowledge of beers, spirits and liqueurs. This includes beverage sales consultants, bar specialists, sommeliers and senior bar and food and beverage attendants.

### Licensing/Regulatory Information

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. Skills and knowledge for compliance with this law are covered by the prerequisite unit SITHFAB201 Provide responsible service of alcohol.

## Pre-Requisites

This unit must be assessed after the following prerequisite unit:	
SITHFAB201	Provide responsible service of alcohol

## Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- |  |   |
|--|---|
| 1. Evaluate beers, spirits and liqueurs.                           | 1.1 Identify and explore the characteristics of a range of both Australian and imported <b><i>beers, spirits and liqueurs</i></b> using <b><i>sensory evaluation techniques</i></b> .<br>1.2 Review <b><i>other information</i></b> about beers, spirits and liqueurs to complement the sensory evaluation process.<br>1.3 Develop informed opinions about beers, spirits and liqueurs to support <b><i>work</i></b> as a beverage specialist.                                  |
| 2. Handle, store and monitor beers, spirits and liqueur products.  | 2.1 Store and cellar products according to <b><i>particular requirements</i></b> for different beers, spirits and liqueurs.<br>2.2 Monitor product quality and recognise <b><i>impaired quality</i></b> based on a broad knowledge of beers, spirits and liqueurs.<br>2.3 Resolve issues with beverage quality through accurate identification of faults and appropriate corrective action.   |
| 3. Advise customers on beers, spirits and liqueurs.                | 3.1 Provide accurate advice about Australian and imported beers, spirits and liqueurs to customers.<br>3.2 Discuss the different styles and features of beers, spirits and liqueurs with customers, taking account of customer level of knowledge.<br>3.3 Assist customers in selecting beverages according to taste and price preferences.   |
| 4. Extend and update own knowledge of beers, spirits and liqueurs. | 4.1 Conduct <b><i>formal and informal research</i></b> to access current, accurate and relevant information about beers, spirits and liqueurs.<br>4.2 Identify customer taste trends based on customer contact and workplace experience.<br>4.3 Source information on current and emerging <b><i>beverage service trends</i></b> and customer preferences.<br>4.4 Provide informed input about beers, spirits and liqueurs to support <b><i>organisational activities</i></b> . |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to articulate advice about beers, spirits and liqueurs and to discuss and debate different ideas and opinions about products
- critical thinking skills to evaluate wide ranging information about beers, spirits and liqueurs
- learning skills to continuously update knowledge of beers, spirits and liqueurs
- literacy skills to:
  - read and interpret detailed product information, promotional material and reviews about beers, spirits and liqueurs
  - research information on current and emerging beverage service trends and customer preferences
  - write notes, summarise and record information in basic documents such as information sheets, portfolios and files
- planning and organising skills to schedule regular checks on the storage of beverage products
- problem-solving skills to identify product faults and make judgments about appropriate remedial action
- self-management skills to take responsibility for sourcing and updating current and emerging product information
- teamwork skills to share current knowledge and new information with colleagues.

### Required knowledge

- sensory evaluation techniques and their relevance to different types of beers, spirits and liqueurs including:
  - smell or nose appraisal
  - taste appraisal
  - visual appraisal
- past, current and emerging trends in the Australian liquor industry
- overview of international trends in beers, spirits and liqueurs
- production methods for beers, spirits and liqueurs and the way that production affects the final product
- key structural components of beers, spirits and liqueurs
- characteristics of both Australian and imported beers, spirits and liqueurs including:
  - low alcohol, light, mid-strength and full strength beers
  - different beer types – draught, stout, golden, pale or brown ale, porter, wheat, blonde, lager, pilsner and bock
  - a range of spirits to include vodka, gin, brandy, whisky, tequila, cognac, Armagnac and ready to drink items
  - a range of liqueurs to include Drambuie, DOM Benedictine, Cointreau, Grand

Marnier, Chartreuse, Baileys Irish Cream and Galliano and sake

- factors that affect the quality of different beers, spirits and liqueurs
- storage requirements for different beers, spirits and liqueurs
- safety and hygiene issues of particular relevance to the handling and storage of beers, spirits and liqueurs, including:
  - general awareness of potential dangers associated with inert gases used in beverage dispensing systems, and their impact on different workers
  - signage used for areas of restricted access
- overview of the types of foods that match successfully with different beers, spirits and liqueurs.

## Evidence Guide

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

### Overview of assessment

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

Evidence of the ability to:

- identify the characteristics and evaluate a range of local and imported beers, spirits and liqueurs using sensory evaluation techniques including:
  - smell or nose appraisal
  - taste appraisal
  - visual appraisal
- provide advice to customers on their selection
- maintain and continuously extend personal product knowledge to enhance organisational activities
- integrate knowledge of:
  - past, current and emerging trends in the Australian liquor industry
  - characteristics of Australian and imported beers, spirits and liqueurs.

#### Context of and specific resources for assessment

Assessment must ensure use of:

- a hospitality, liquor or retail industry business operation which sells beer, spirits and liqueurs and workplace documentation defined in the Assessment Guidelines; this may be a:
  - real industry workplace
  - simulated industry environment such as a training outlet servicing customers
- industry-realistic ratios of service staff to customers
- other people with whom the individual can interact to discuss beverage characteristics and options, and to answer varied questions about beers, spirits and liqueurs
- current product information within sales kits, brochures, product manuals, supplier information kits, information databases and computerised information sources
- a wide commercial range of Australian and imported beers, spirits and liqueurs.

#### Method 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 the individual providing advice to customers or colleagues about beers, spirits and liqueurs
- observation of a presentation on selected beer, spirit or liqueur products
- project activities that allow assessment of the individual's ability to research information about beers, spirits or liqueurs and write beverage menus and lists which meet the customer preferences of a given hospitality organisation
- written or oral questioning to assess knowledge of:
  - past, current and emerging trends in the Australian liquor industry
  - characteristics of Australian and imported beers, spirits and liqueurs
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the individual.

**Guidance information for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB201 Provide responsible service of alcohol
- SITHFAB302 Conduct a product tasting for alcoholic beverages
- SITHFAB307 Provide table service of food and beverage
- SITHFAB308 Provide silver service
- SITXCCS303 Provide service to customers.



## 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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Beers, spirits and liqueurs***  
include:

- basic spirits (local and imported)
- beer strengths
- beer types
- mid and top range spirits
- traditional and contemporary liqueurs.

***Sensory evaluation techniques***  
include:

- smell or nose appraisal:
  - techniques for releasing aroma and bouquet
  - recognising 'off' odours
  - assessing intensity of aromas
  - describing smell characteristics
  - assessing age
- taste appraisal:
  - techniques for releasing flavours (sucking in air, swirling over taste buds)
  - spitting techniques
  - recognising acidity, sweetness, weight or body, length, faults
  - assessing balance of wine features on the palate
- visual appraisal:
  - use of light and background
  - intensity and type of colour
  - clarity
  - identifying 'legs' or 'tears' to assess alcohol content.

***Other information*** may include:

- details of production methods
- presentation sessions from wholesalers or distributors
- product reviews
- promotional information
- reference texts on beers, spirits and liqueurs.

***Work*** might involve:

- conducting specialised tastings
- developing beverage list suggestions
- making presentations on beers, spirits and liqueurs
- providing brewery tours
- selling beers, spirits and liqueurs to corporations or individuals.

- Particular requirements*** may relate to:
- amount of UV light
  - humidity
  - shelf life
  - stock rotation
  - temperature
  - vibrations.
- Impaired quality*** might relate to:
- cloudiness
  - cork problems
  - flat products.
- Formal and informal research*** may include:
- attending trade shows and product tastings
  - using the Internet
  - taking up membership of associations and industry bodies
  - reading general and trade media and supplier information
  - reading reference books
  - talking to product suppliers, winemakers, brewers.
- Beverage service trends*** may relate to:
- contemporary eating and drinking habits
  - cultural and ethnic influences
  - major events and festivals
  - media influence
  - seasonal and popular influences.
- Organisational activities*** may include:
- conducting product tastings and tours
  - providing product advice and selling beverages to customers
  - selecting or assisting with selection of products from suppliers
  - writing or providing input to:
    - beverage menus
    - beverage lists
    - food and beverage matching menus.

## **Unit Sector(s)**

Hospitality

## **Competency Field**

Food and Beverage