



Australian Government

Department of Education, Employment and Workplace Relations

AVII2009B Serve wine to aircraft passengers

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

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This unit involves the skills and knowledge required to serve wine and carry out wine service for passengers on a commercial aircraft, including storing and handling wines, setting a bar or cocktail unit, organising glassware, advising passengers on wines and wine choice, taking orders, and serving wine. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of a knowledge and understanding of Australian and overseas wines, customer service principles and procedures and relevant regulatory requirements to the serving of wines to passengers on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Store and handle wines	1.1 Wines are stored for optimum quality as recommended by the manufacturer and within the possible parameters of the workplace 1.2 Quality problems are promptly identified and rectified in accordance with workplace procedures
2 Set bar or cocktail unit	2.1 Bar glassware is selected and checked for cleanliness, chips and cracks in accordance with workplace procedures and standards 2.2 Ice buckets are inspected and cleaned hygienically in accordance with workplace procedures and regulatory requirements 2.3 Napkins are prepared in accordance with workplace procedures and standards
3 Organise glassware	3.1 Appropriate glassware is correctly placed on tables in accordance with workplace procedures and standards 3.2 Appropriate styles of glassware are selected for use with particular wines 3.3 Glassware is selected, checked for cleanliness, chips and cracks and placed on passengers' tables in accordance with workplace procedures and standards 3.4 Where necessary, suitable glassware is selected to match a passenger's choice of wine and exchanged with that set on table 3.5 Used and unused glassware is removed at the appropriate time in accordance with workplace procedures and standards
4 Converse with passengers about wine	4.1 Appropriate communication techniques are used to converse with passengers about wine 4.2 A sufficient knowledge and understanding of wine appreciation is appropriately applied to conversation with passengers for the purpose of assisting them in making choices according to the food to be consumed
5 Advise passengers on their wine choice	5.1 Where applicable, wine list is discussed in terms of the wine areas of Australia and overseas using standard industry information including grape variety, notable producers and vintage 5.2 Passengers are correctly and courteously advised on their wine choice in terms of traditional combinations, seasonal and special occasions and contemporary cuisine 5.3 Feedback on composition of wine list is relayed to the passenger service supervisor/passenger service manager or appropriate department for product development in accordance with workplace procedures

ELEMENT	PERFORMANCE CRITERIA
	5.4 Wine irregularities are appropriately followed up with appropriate personnel
	5.5 The level of intoxication of passengers is monitored using appropriate methods in accordance with workplace procedures and regulatory requirements
	5.6 Legislative requirements concerning the serving of alcoholic beverages are followed when providing advice to passengers on wine choice
6 Take orders	6.1 Wine list is presented in a courteous manner at the appropriate time in accordance with workplace procedures and standards
	6.2 Orders are taken accurately in accordance with workplace procedures
7 Serve wine	7.1 Wine is presented in accordance with a passenger's order and workplace procedures
	7.2 Wine is opened and checked for soundness in accordance with workplace procedures and regulatory requirements
	7.3 Correct workplace procedures are followed if wine is refused after tasting
	7.4 Wine is served and glasses refilled promptly and with minimal disruption in accordance with workplace procedures and regulatory requirements
	7.5 Correct glassware is used when serving fortified wines in accordance with workplace procedures and standards

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, food hygiene, equal opportunity and anti-discrimination regulations
- Airline procedures and standards for the provision of wine service on an aircraft
- Principles of wine production and distribution including different wine styles, label terminology and interpretation
- Features and characteristics of a suitably wide selection of Australian and imported wines typically selected for in-flight wine lists on an aircraft, including major wine types, major grape varieties, major wine producers and wine producing areas of Australia and overseas, regional characteristics of Australian wines, style names, varieties and label terminology
- Basic rules to assist in the enjoyment of wine with food
- Compatibility of different wines to different food types
- Legislation and regulations concerning the serving of alcoholic beverages on an aircraft
- Risks that exist when providing wine service on an aircraft and related risk control procedures and precautions
- Problems that may occur when providing wine service on an aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when serving wine to aircraft passengers
- Read and interpret instructions, regulations, procedures and other information relevant to serving wine to aircraft passengers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to serving wine to aircraft passengers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when serving wine to aircraft passengers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when serving wine to aircraft passengers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when serving wine to aircraft passengers
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when serving wine to aircraft passengers
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when serving wine to aircraft passengers

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

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.

Wine service may be provided:	• on any passenger-carrying aircraft type in commercial service • during short and/or long haul services • in economy, business class and first class service categories • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements, including OH&S regulations
Performance may be demonstrated:	• in an approved cabin service simulator • in a suitably simulated work environment • on a passenger-carrying aircraft
Advice and assistance provided to passengers to assist them in their choice of wine may include information on:	• wine types • style names, varieties, label terminology • basic rules to assist in the enjoyment of wine with food • other relevant wine quality criteria
Standard industry information used to discuss wine lists in terms of the wine areas of Australia and overseas may include:	• climate • soil types • grape varieties • production and maturation processes • notable producers
Legal requirement relating to liquor service may include but is not restricted to:	• prohibited sale of alcohol to minors • identification of, and refusal to serve, intoxicated persons and other excluded categories • advice to passengers on strengths of alcoholic beverages
Methods of monitoring the level of intoxication of passengers may include:	• observation of changes of behaviour • monitoring of noise levels • monitoring of drink orders
Persons consulted concerning beverage service may include:	• passengers • other cabin crew and flight crew members • catering staff • ground support staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	• company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures

RANGE STATEMENT

Information/documents may include:

- relevant regulatory requirements pertaining to the serving of alcoholic beverages on aircraft
- airline procedures and instructions and job specification
- airline wine service procedures checklists and procedures
- product and manufacturers information concerning the wines available from the in-flight wine menu
- appropriate reference books on Australian and overseas wines
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations/legislation may include:

- relevant regulatory requirements pertaining to the serving of alcoholic beverages on aircraft
- relevant OH&S legislation
- environmental protection legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service