



Australian Government

FBPCDS2001 Conduct a standard product tasting

Release: 1

FBPCDS2001 Conduct a standard product tasting

Modification History

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 2.0.

Application

This unit of competency describes the skills and knowledge required to plan, prepare and conduct standard product samples and tastings for wine and/or spirits.

The unit applies to individuals who work in cellar door operations and conduct routine, 'on request' tastings from individual customers and small groups.

When applied in the workplace, compliance with state and territory legislative requirements relating to the Responsible Service of Alcohol will be required.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety, and food safety regulations, legislation and standards that apply to the workplace.

Pre-requisite Unit

Nil

Unit Sector

Cellar Door (CDS)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Store and handle products	1.1 Cellar tasting products and rotate stock according to product style and workplace procedures 1.2 Manage sediments and characters associated with ageing according to individual product requirements and workplace procedures

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.3 Access information to ensure product usage dates are current
2. Set up product tasting area	2.1 Prepare products for tasting using appropriate techniques for product style or characteristics 2.2 Prepare tasting equipment suitable to product and tasting requirements and set up ready for use by customers 2.3 Prepare adequate supplies of suitable support materials and place ready for use 2.4 Confirm tasting preparation meets with health and safety in the workplace procedures
3. Conduct product tastings	3.1 Establish customer preferences using effective communication techniques and support materials 3.2 Encourage customers to sample preferred product range in the most beneficial order to experience product characteristics effectively 3.3 Give customers time and privacy to sample each product and make a decision 3.4 Encourage customers to ask questions and pass opinions on products 3.5 Answer customer queries accurately and comprehensively, or refer to another information resource 3.6 Adjust tasting order and product range to suit customer requirements
4. Serve tasting samples	4.1 Open product using techniques and procedures suitable to product characteristics 4.2 Identify product faults and rectify and report according to workplace procedures 4.3 Pour product and present to the customer for tasting in compliance with legal regulations 4.4 Collect and dispose of waste according to workplace environmental guidelines 4.5 Maintain optimum condition of open product and store sealed product according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Comprehend information from a variety of workplace documents
Oral Communication	- Convey technical and specialised information using language appropriate to customer - Use questioning skills to gather information about customer preferences - Use active listening skills to respond to questions or feedback from customers
Numeracy	Calculate numerical information relating to measurements, quantities, volumes and monetary value
Navigate the world of work	Understand and apply legislative responsibilities and workplace procedures relevant to own role
Interact with others	Use accepted practices and protocols for communicating with people external to the organisation

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPCDS2001 Conduct a standard product tasting	FDFCD2006A Conduct a standard product tasting	Updated to meet Standards for Training Packages Minor changes to Elements and Performance Criteria for clarity Prerequisites removed	Equivalent unit

Links

Companion Volume Implementation Guides are found in VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>

Assessment Requirements for FBPCDS2001 Conduct a standard product tasting

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has demonstrated the following for an individual customer at least once, and for a group at least once:

- accessing workplace information to identify standard product tasting and preparation requirements
- cellaring and rotating tasting stock to maintain product quality and suitability for tastings
- preparing tasting area, equipment and supplies in a manner suitable for the range of products being tasted and the number of customers in the tasting
- ensuring products are correctly opened, checked and served to customers
- communicating effectively with customers, including finding preferences, answering questions, and adjusting tasting order or range to facilitate customer enjoyment.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- purpose and principles of standard product tasting
- available information resources:
 - product and price lists
 - background documentation
 - other personnel with special expertise
- overview of product range and quality characteristics
- common product faults, features, causes and corrective action necessary
- product sensory evaluation techniques (standard)
- optimum cellaring conditions for a range of products, such as wines of varying maturity, fortified and liqueur wines, and spirits
- preparation requirements and procedures for glasses, spittoons, chilling equipment and support materials

- operating procedures for equipment and services used in product tasting
- product handling procedures and techniques:
 - opening
 - decanting
 - pouring
 - displaying the label
- procedures to maintain product quality between tastings
- product knowledge:
 - product style and taste characteristics
 - optimum serving requirements
 - preparation requirements
 - stock availability
 - label interpretation
- workplace policies and procedures and responsibilities related to product tastings:
 - customer service
 - customer complaints
 - responsible service of alcohol
 - safe food handling
 - product storage
 - product tastings
 - personal presentation
 - stock rotation
 - reporting problems
 - housekeeping
- health and safety in the workplace hazards and controls associated with product tastings.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - range of workplace products for tasting
 - materials and equipment needed to conduct tastings
 - product information or technology for accessing information
- specifications:
 - workplace procedures relating to product tastings
- relationships (internal and/or external):
 - external customers for tasting opportunities.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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