



Australian Government

FBPCDS3003 Coordinate winery hospitality activities

Release: 1

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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, conduct and evaluate winery hospitality activities. It includes limited responsibility for the work of others.

The unit applies to individuals who work under broad direction and take responsibility for coordinating hospitality activities conducted as part of cellar door operations in the wine industry.

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.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

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. Identify required hospitality activities	1.1 Interpret workplace or organisation promotional schedule and apply to hospitality activities 1.2 Respond to ad-hoc customer requests and bookings according to workplace procedures 1.3 Confirm health and safety in the workplace, regulatory and

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	workplace procedures relating to winery hospitality activities
2. Plan and organise hospitality activities	2.1 Identify resources required to implement hospitality activities 2.2 Negotiate prices and services with suppliers and customers 2.3 Confirm supply of necessary resources and services according to supplier agreements and workplace procedures
3. Prepare for winery hospitality activities	3.1 Prepare a schedule of events to ensure timely and effective implementation of activities 3.2 Prepare or produce support materials in line with promotional schedule and workplace requirements 3.3 Brief team and suppliers on their roles and responsibilities
4. Implement hospitality activities	4.1 Coordinate resources effectively and efficiently to meet customer and workplace objectives 4.2 Monitor and maintain hospitality facilities within limits of responsibility 4.3 Recognise, rectify and report problems and anomalies to appropriate personnel
5. Evaluate winery hospitality activities	5.1 Evaluate team performance based on workplace and customer objectives 5.2 Encourage and review customer feedback to improve performance 5.3 Assess suppliers and give feedback according to workplace procedures 5.4 Collate information to use for the financial and promotional viability assessment 5.5 Identify areas for improvement based on evidence collected and make recommendations to appropriate personnel

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	Interpret information from a variety of workplace documents
Writing	Produce workplace documentation in required format
Oral Communication	- Provide information using language appropriate to audience - Use questioning skills to gather feedback - Use active listening skills to respond to questions or feedback from others
Numeracy	Perform calculations relating to measurements, quantities, volumes and monetary value
Navigate the world of work	Understand and comply with legislative and workplace requirements relevant to own role
Interact with others	Use accepted practices and protocols for communicating with internal personnel and people external to the organisation
Get the work done	- Plan, sequence and implement tasks required to achieve outcomes - Use analytical skills to address problems and make decisions related to hospitality activities requirements

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPCDS3003 Coordinate winery hospitality activities	FDFCD3003A Coordinate winery hospitality activities	Updated to meet Standards for Training Packages Minor changes to 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 FBPCDS3003 Coordinate winery hospitality activities

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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 planned, conducted and evaluated winery hospitality activities and has demonstrated the following at least once:

- accessed workplace information and schedules to identify winery hospitality activity coordination requirements
- planned and coordinated resources and supply of services appropriate to each hospitality event
- applied a high level of personal presentation
- handled customer requests, bookings and ad-hoc requests
- prepared schedules, briefing notes and other support materials for staff, suppliers and customers
- coordinated services, products and activities for hospitality events
- monitored hospitality facilities and service provision
- briefed team members and suppliers on roles and responsibilities
- monitored and dealt with problems and special requests during hospitality activities
- gathered feedback and data to evaluate winery hospitality activities
- used results of evaluations to improve future activities
- followed health and safety in the workplace procedures when coordinating winery hospitality activities.

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:

- links to related work areas and resources such as cellar door, public relations and marketing
- workplace procedures and responsibility for:
 - reporting problems

- recording requirements
- customer service and complaints
- workplace product and service range
- workplace and brand promotional objectives
- format and interpretation of promotional schedules
- roles and responsibilities of supporting functions
- legislative and regulatory requirements as they apply in the workplace, including:
 - serving and selling liquor
 - industry codes of practice
 - consumer law
 - health and safety in the workplace procedures for employees and customers.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or a realistic environment that allows the individual to conduct the required winery hospitality activity
- resources, equipment and materials:
 - documentation or technology for coordinating events
 - documentation or technology for preparing, recording and communicating information relating to the event
- specifications:
 - workplace promotional schedule and information about hospitality event and/or customer requirements
 - workplace procedures relating to winery and hospitality events
- relationships (internal and/or external):
 - staff and suppliers to brief
 - customers.

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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