



Australian Government

SITHFAB011 Provide advice on beers, spirits and liqueurs

Release: 1

SITHFAB011 Provide advice on beers, spirits and liqueurs

Modification History

Not applicable.

Application

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 continuously extend personal product knowledge.

The unit applies to hospitality, retail, breweries and wholesale organisations that sell beers, spirits and liqueurs.

It applies to 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.

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 SITHFAB002 Provide responsible service of alcohol.

Pre-requisite Unit

SITHFAB002 Provide responsible service of alcohol

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Evaluate beers, spirits and liqueurs.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and examine the characteristics of a range of both Australian and imported beers, spirits and liqueurs using sensory evaluation techniques.
- 1.2. Review other information about beers, spirits and liqueurs

- to complement sensory evaluation process.
- 1.3. Develop informed opinions about beers, spirits and liqueurs to support work as a beverage specialist.
2. Handle, store and monitor beers, spirits and liqueurs.
- 2.1. Store and cellar products according to particular requirements for different beers, spirits and liqueurs.
- 2.2. Monitor product quality and recognise impaired quality based on broad knowledge of beers, spirits and liqueurs.
- 2.3. Resolve issues with beverage quality through 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.
- 3.2. Discuss different styles and features of beers, spirits and liqueurs, taking account of customer level of knowledge.
- 3.3. Determine business considerations when providing advice and make adjustments accordingly.
- 3.4. Assist customers in selecting beverages according to taste, price preferences and other specific needs.
4. Extend and update knowledge of beers, spirits and liqueurs.
- 4.1. Conduct formal and informal research to access current, accurate and relevant information about beers, spirits and liqueurs.
- 4.2. Identify customer taste trends based on customer contact and workplace interactions.
- 4.3. Source information on current and emerging beverage service trends and customer preferences.
- 4.4. Provide informed input about beers, spirits and liqueurs to support organisational activities.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	comprehend detailed product information, promotional material and reviews about beers, spirits and liqueurs.
Writing skills to:	summarise notes, and record information in basic documents, information sheets and files.
Oral communication skills to:	discuss and debate different ideas and opinions about products.
Learning skills to:	review own knowledge of beers, spirits and liqueurs and

- participate in activities that continuously update it.
- Planning and organising skills to:
- schedule regular checks on the storage of beverage products.
- Self-management skills to:
- take responsibility for sourcing and updating current and emerging product information.

Unit Mapping Information

SITHFAB304 Provide advice on beers, spirits and liqueurs

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITHFAB011 Provide advice on beers, spirits and liqueurs

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- discuss the characteristics of each of the following local and imported beverage products with different customers on three different occasions:
 - basic spirits
 - mid and top range spirits
 - beer of different strengths
 - beer of different types
 - traditional and contemporary liqueurs
- demonstrate the correct application of each of the following sensory evaluation techniques to evaluate beers, spirits and liqueurs:
 - smell or nose appraisal
 - taste appraisal
 - visual appraisal
- provide current, accurate and relevant advice to each of the above customers to meet different taste and price preferences
- maintain and continuously extend personal product knowledge to enhance workplace activities.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sensory evaluation techniques and their relevance to different types of beers, spirits and liqueurs:
 - 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, and 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
- past, current and emerging trends in beverage service trends in the Australian liquor industry:
 - contemporary eating and drinking habits
 - cultural and ethnic influences
 - major events and festivals
 - media influence
 - seasonal and popular influences
- 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:
 - low alcohol, light, mid strength and full strength beers
 - different beers:
 - draught
 - stout
 - golden
 - pale or brown ale
 - porter
 - wheat
 - blonde
 - lager
 - pilsner
 - bock
 - different spirits:
 - vodka
 - gin
 - brandy
 - whisky
 - tequila
 - cognac
 - Armagnac

- ready to drink items
- different liqueurs:
 - Drambuie
 - DOM Benedictine
 - Cointreau
 - Grand Marnier
 - chartreuse
 - Baileys Irish Cream
 - Galliano
 - sake
- organisational activities for which knowledge of beers, spirits and liqueurs is required:
 - 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 into:
 - beverage menus
 - beverage lists
 - food and beverage matching menus
- factors that affect the quality of different beers, spirits and liqueurs
- indicators of impaired quality of beer, spirit and liqueur products:
 - cloudiness
 - cork problems
 - flat products
- storage requirements for different beers, spirits and liqueurs:
 - amount of ultraviolet (UV) light
 - humidity
 - shelf life
 - stock rotation
 - temperature
 - vibrations
- safety and hygiene issues of particular relevance to handling and storage of beers, spirits and liqueurs:
 - 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 types of foods that match successfully with different beers, spirits and liqueurs
- formal and informal research methods to extend and update knowledge:
 - attending trade shows and product tastings
 - joining associations and industry bodies

- reading general and trade media and supplier information
- reading reference books
- talking to product suppliers, winemakers or brewers
- using the internet.

Assessment Conditions

Skills must be demonstrated in an operational beverage sales or service environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- fixtures and large equipment:
 - bar service area
 - refrigerator
 - reticulated beer dispensing system
 - storage area for glassware and drinks
- small equipment:
 - glassware
 - nip measures
 - thermometer
- stock:
 - wide commercial range of:
 - bottled mixers
 - bottled and canned beers
 - liqueurs
 - wines
 - basic spirits
- organisational specifications:
 - beverage lists
 - organisational safety procedures
 - price lists
 - product information, product reviews and information on production methods
 - promotional materials and details of presentation sessions
 - reference texts on beers, spirits and liqueurs
- industry realistic ratios of staff to customers; these can be:
 - staff and customers in an industry workplace during the assessment process; or

- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

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