



Australian Government

SITHFAB029 Conduct a product tasting for alcoholic beverages

Release: 1

SITHFAB029 Conduct a product tasting for alcoholic beverages

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to set up and conduct product tastings of alcoholic beverages and provide information on the key characteristics of the alcohol on offer for tasting. It requires the ability to taste and self-evaluate products on offer, set up and conduct tastings, interact with customers and maintain products at optimum quality throughout the product tasting.

The unit applies to hospitality, retail and wholesale organisations that conduct product tastings of wines, beers, spirits or liqueurs.

It applies to frontline sales and operational personnel who operate with some level of independence and under limited supervision. This includes beverage sales consultants, winery sales staff, bar specialists, sommeliers and bar attendants.

The sale and service of alcohol, including in product tastings, is subject to the provisions of Responsible Service of Alcohol (RSA) law in each State and Territory of Australia.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Pre-requisite Unit

SITHFAB021 Provide responsible service of alcohol

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Taste and evaluate

PERFORMANCE CRITERIA

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

1.1. Identify basic characteristics of alcoholic beverages using

alcoholic beverages.	sensory evaluation techniques.
2. Set up and serve tasting samples.	1.2. Use information from evaluations to prepare for tastings. 2.1. Set up tasting area, equipment and supplies according to safety procedures and organisational standards. 2.2. Make tasting environment conducive to effective tasting. 2.3. Prepare and open products using techniques appropriate to particular product characteristics. 2.4. Pour and present product to customers according to legal requirements and organisational procedures. 2.5. Serve tasting samples in an order that allows the customer to experience different product characteristics most effectively. 2.6. Collect and dispose of tasting waste according to safety, hygiene and other organisational requirements.
3. Interact with customers during tasting.	3.1. Proactively provide relevant and correct information on alcoholic beverage products to customers. 3.2. Encourage customers to ask questions or provide opinions on products being served. 3.3. Correctly answer customer questions about alcoholic beverage products and provide appropriate assistance with selections. 3.4. Facilitate tasting by customers according to responsible service of alcohol procedures.
4. Maintain and rotate alcoholic beverage products.	4.1. Maintain the quality of open and closed alcoholic beverages according to product characteristics. 4.2. Store and rotate products to ensure optimum quality. 4.3. Identify beverage product faults and substitute other stock or products.

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:	• read and interpret organisational procedures for conducting tastings • research information on the product on offer at the tasting.
Oral communication skills to:	• use active listening and open and closed probe questioning to determine customer preferences and offer suitable products for tasting

- Numeracy skills to:
 - express personal views in a way that develops rapport and engages customers in the tasting of various products.
 - calculate sampling quantities for each pour
 - measure and determine the correct temperature for storing and serving alcohol.
- Learning skills to:
 - continuously update knowledge of alcoholic beverages on offer for tasting.
- Problem-solving skills to:
 - evaluate the site where product tastings are conducted and set up an appealing and safe tasting environment.
- Planning and organising skills to:
 - coordinate the set up and conduct of a tasting.
- Technology skills to:
 - use tasting equipment and temperature control devices.

Unit Mapping Information

Supersedes and is equivalent to SITHFAB009 Conduct a product tasting for alcoholic beverages.

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 SITHFAB029 Conduct a product tasting for alcoholic beverages

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:

- set up and conduct at least three different tasting sessions for at least two of the following types of alcoholic beverages:
 - beer
 - fortified wines
 - liqueurs
 - sparkling wines
 - spirits
 - still wines
- maintain products at optimum quality throughout the above product tasting sessions
- provide accurate product information in the above product tasting sessions on key characteristics of the specific alcoholic beverages on offer for tasting
- respond to customer questions in a professional manner throughout the above product tasting sessions.

Knowledge Evidence

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

- types and uses of equipment required for conducting a product tasting:
 - beverage list
 - bottle opening devices
 - chilling equipment
 - evaluation sheets
 - ice
 - napkins
 - presentational ice bucket
 - promotional and pricing literature
 - sampling glassware or drinkware
 - spittoons or spit buckets
 - tables and tableware

- tasting notes
- sensory evaluation techniques and their relevance to wines, beers, spirits and liqueurs:
 - assessing balance of wine features on the palate
 - smell or nose appraisal
 - taste appraisal
 - visual appraisal
- attributes of tasting areas that appeal to customers, allow for free-flowing customer traffic, and provide a safe environment for staff and customers
- ways of ensuring conducive environment for tasting:
 - neutralising odours
 - eradicating or reducing noise
 - optimising light conditions
- organisational procedures for:
 - presentation of the tasting area
 - presentation and grooming of staff conducting tasting
 - display of product and promotional material
 - service-ware for alcoholic beverages
- key characteristics of:
 - Australian and imported wine types
 - main Australian wine producing areas
- key characteristics of the following main grape varieties and wine types:
 - red:
 - cabernet sauvignon
 - shiraz
 - pinot noir
 - merlot
 - grenache
 - white:
 - semillon
 - sauvignon blanc
 - riesling
 - chardonnay
 - pinot gris
 - blended wines
 - sparkling wines
 - fortified wines:
 - apera
 - muscat
 - tawny port
 - topaque

- vintage port
 - dessert wines
 - compatibility with different types of food
- key characteristics of Australian and imported beers, spirits and liqueurs, and ready to drink products:
 - flavour
 - compatibility with different types of food
- correct order for tasting of products on offer
- for the particular products on offer for tasting:
 - content of beverage labels and interpretation of their meaning
 - compatibility with different types of food
 - optimum presentation and storage conditions to ensure quality
- indicators of common faults with products:
 - cork problems:
 - ageing
 - bleeding
 - drying
 - expansion
 - shrinking
 - excessive hydrogen sulphide
 - haze
 - oxidation
 - tartrates
- hygiene practices for the handling and use of:
 - glassware
 - spittoons
 - opened products
 - other tableware
- organisational procedures for the responsible service of alcohol during product tastings
- correct and environmentally sound disposal methods for tasting waste, including for recyclable glass and plastic bottles and sampling glasses.

Assessment Conditions

Skills must be demonstrated in an operational commercial outlet where alcoholic beverage tastings take place. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- small equipment:

- decanters
- glassware and service-ware for product samples and tastings
- napkins
- service trays, platters and doilies
- ice buckets
- waiter's friend
- pourers
- wine preservers
- stock:
 - condiments and accompaniments
 - commercial range of alcoholic beverages to be tasted
 - ice
- cleaning materials and equipment
- organisational specifications:
 - current product information in sales kits, brochures and product manuals
- industry-realistic ratio of tasting staff to customers. These can be:
 - 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.

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