



Australian Government

SITHFAB031 Provide advice on beers, spirits and liqueurs

Release: 1

SITHFAB031 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.

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. Evaluate beers, spirits

PERFORMANCE CRITERIA

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

1.1. Identify and examine the characteristics of Australian and imported beers, spirits and liqueurs using sensory evaluation

and liqueurs.	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 of beers, spirits and liqueurs.
	2.3. Resolve issues with beverage quality through 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 customer 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	discuss and debate different ideas and opinions about products.

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| Learning skills to: | • review own knowledge of beers, spirits and liqueurs and participate in activities to continuously update knowledge. |
| 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

Supersedes and is equivalent to SITHFAB011 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 SITHFAB031 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 three different customers:
 - basic spirits
 - mid and top range spirits
 - beer of different strengths
 - beer of different types
 - traditional and contemporary liqueurs
- use the correct application of each of the following sensory evaluation techniques on at least one occasion 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 of the above beverage products on at least one occasion 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

- 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 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.

Assessment Conditions

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

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

Assessment must ensure access to:

- fixtures and large and small equipment:
 - refrigerator
 - storage area for glassware and drinks
 - glassware
- commercial range of stock:
 - bottled mixers
 - bottled and canned beers
 - liqueurs
 - spirits
- organisational specifications:
 - beverage lists
 - organisational safety procedures
 - price lists
 - product information 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.

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