



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB005A Provide table service of alcoholic beverages

Revision Number: 1

SITHFAB005A Provide table service of alcoholic beverages

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to advise on and serve a range of bottled and pre-poured alcoholic beverages within a hospitality setting. It covers general knowledge of and service of all alcoholic beverages, including wines. The unit is related to SITHFAB011A Develop and update food and beverage knowledge, which also covers general information on beverages. Specialist knowledge and service of wines is found in SITHFAB325A Provide specialised advice on Australian wines and SITHFAB326A Provide specialised advice on imported wines.

The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take account of these.

Some States and Territories will have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to beverage attendants in all establishments where alcoholic beverages are served at the table, such as restaurants, catering venues and hotels. Persons undertaking this function usually work as part of a team and have considerable autonomy with responsibility for their own work outputs.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite units:
SITHFAB009A Provide responsible service of alcohol
SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
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ELEMENT	PERFORMANCE CRITERIA
1 Advise customers on alcoholic beverages and take orders.	1.1 Provide general information on alcoholic beverages served by the enterprise. 1.2 Offer drinks and wine list to customers, using correct terminology and pronunciation to describe beverages. 1.3 Offer advice and recommendations on beverage choices to customers courteously and when appropriate. 1.4 Promote products and drinks to customers according to preferences and enterprise requirements. 1.5 Assist customers in selection of food and wine combinations, when appropriate. 1.6 Take customer orders and verify selection with the customer.
2 Serve alcoholic beverages.	2.1 Store alcoholic beverages appropriately according to enterprise practices. 2.2 Select beverages and check both temperature and presentation of bottle prior to serving. 2.3 Select appropriate glassware and other equipment for beverage service, according to enterprise requirements. 2.4 Prepare glassware and place according to enterprise and industry standards. 2.5 Load, carry and unload trays where required, safely and avoiding spillage. 2.6 Present beverages selected by customers to verify, where appropriate. 2.7 Open and serve beverages correctly, safely and without spillage. 2.8 Pour beverages as required according to enterprise and industry protocol. 2.9 Verify customer complaints about quality of beverages and respond according to enterprise procedures. 2.10 Refill glasses where appropriate during service, with minimal disruption to customers. 2.11 Remove used and unused glassware from tables at the appropriate time and in the correct manner.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparation of glassware, including:
 - checking for chips and cracks
 - polishing
 - arranging placement on table
 - placing in storage
- beverage serving techniques for appropriate range, including:
 - bottled beer
 - bottled wine
 - spirits
 - liqueurs
- safety work practices and hygiene issues of specific relevance to table service of beverages
- problem-solving skills to correct a situation where a bottle of wine has not had cork removed correctly
- communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to read wine and other beverage labels
- numeracy skills to calculate customer accounts.

The following knowledge must be assessed as part of this unit:

- general knowledge of wines in relation to:
 - major Australian and international wine types
 - compatibility of major Australian and international wine styles with different types of food
 - general features of wine from the major Australian wine producing areas
- major international wines commonly sold in Australia, such as chianti and champagne
- main grape varieties and wine types, including:
 - red, including cabernet sauvignon, shiraz, pinot noir and merlot
 - white, including semillon, sauvignon blanc, gewürztraminer, riesling and chardonnay
 - blended wines, including cabernet sauvignon, merlot, semillon and sauvignon blanc
 - sparkling wines

REQUIRED SKILLS AND KNOWLEDGE

- popular fortified wines, including sherry, port, muscat, vermouth, tokay and marsala
- dessert wines
- content of beverage labels, including wine, beer and spirits
- general knowledge of beers and spirits in relation to:
 - flavour and characteristics
 - differences between Australian and imported products
 - glassware required for different types of beverage
- flow of service within a food and beverage service environment according to enterprise practices
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (Please note that this should be covered by completion of SITHFAB009A Provide responsible service of alcohol).

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to serve a range of alcoholic drinks at the table within enterprise acceptable timeframes
- opening and serving beverages that require the application of different techniques, such as sparkling and still wines
- provision of professional and courteous advice on beverage selection
- provision of beverage service during a complete service period.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational restaurant or dining area, as defined in the Assessment Guidelines, with access to a bar or service outlet
- industry-realistic conditions, such as typical customer to beverage attendant ratios.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate providing table service of a variety of alcoholic beverages
- written or oral questions to test knowledge of wine styles, wine service techniques and food and beverage combinations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB004A Provide food and beverage service
- SITHFAB010C Prepare and serve non-alcoholic beverages
- SITHFAB011A Develop and update food and beverage knowledge
- SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

General information on alcoholic beverages to be provided to customers includes:

- suitable drinks before and after a meal
- suggested basic wine and food combinations
- typical wines and growing areas
- grape varieties and characteristics
- typical beers, place of origin and characteristics
- characteristics of spirits, liqueurs and aperitifs, and appropriate mixers
- range of cocktails.

Alcoholic beverages include:

- wines - still, sparkling and fortified
- beers - local, imported, bulk and packaged
- spirits
- liqueurs
- aperitifs
- cocktails.

Enterprise practices for storage relate to:

- refrigeration
- shelving and cellaring
- vertical or horizontal storage.

Equipment for beverage service at the table includes:

- ice buckets or stands
- openers and wine knives
- napkins
- glassware appropriate to beverage and style
- wine lists.

RANGE STATEMENT

Prepare glassware includes:

- checking for cracks and chips
- polishing
- table placement
- placing in storage.

Verifying customer complaints
about quality of beverages
involves assessing:

- visual appeal
- smell
- taste.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage