



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB323A Provide advice on beers, spirits and liqueurs

Revision Number: 1

SITHFAB323A Provide advice on beers, spirits and liqueurs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to set up and conduct product tastings of alcoholic beverages.

Some states and territories have legislative requirements in relation to service of alcohol that impact on the work activities described in this unit.

Application of the Unit

Application of the unit

This unit applies to all individuals who provide advice to others about beers, spirits and liqueurs. This could include beverage wholesalers, liquor retailers, bar specialists, sommeliers, or other senior bar and restaurant personnel.

In a hospitality context, this unit builds on skills and knowledge covered in SITHFAB005A Provide table service of alcoholic beverages. In a broader context it builds on the beverage knowledge component of the unit SITHFAB222A Conduct a product tasting for alcoholic beverages.

Where an individual is responsible for cellar operations and the maintenance of draught beer systems, the unit SITHFAB227A Operate and monitor cellar systems is also relevant.

Where the job role involves the provision of advice about food and beverage matching, this unit could be combined with the unit SITHFAB324A Provide specialised advice on food and beverage matching.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

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

- | | |
|---|---|
| 1 Evaluate beers, spirits and liqueurs. | 1.1 Identify and explore the characteristics of a range of both <i>Australian and imported beers, spirits and liqueurs</i> using <i>sensory evaluation techniques</i> . |
| | 1.2 Review <i>other information</i> about beers, spirits and liqueurs to complement the sensory evaluation process. |
| | 1.3 Develop informed opinions about beers, spirits and |

ELEMENT**PERFORMANCE CRITERIA**

liqueurs to support ***work as a beverage specialist.***

- | | | | |
|---|---|-----|--|
| 2 | Handle, store and monitor beers, spirits and liqueur products. | 2.1 | Store and cellar products according to <i>particular requirements</i> for different beers, spirits and liqueurs. |
| | | 2.2 | Monitor product quality and recognise <i>impaired quality</i> based on a broad knowledge of beers, spirits and liqueurs. |
| 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 the different styles and features of beers, spirits and liqueurs with customers, taking account of customer's level of knowledge. |
| | | 3.3 | Assist customers in selecting beverages according to taste and price preferences. |
| | | 3.4 | Resolve issues with beverage quality through accurate identification of faults and appropriate corrective action. |
| 4 | Extend and update own knowledge of beers, spirits and liqueurs. | 4.1 | Conduct <i>formal and informal research</i> to access current, accurate and relevant information about beers, spirits and liqueurs. |
| | | 4.2 | Identify trends in customer tastes based on direct contact and workplace experience. |
| | | 4.3 | Identify general trends in the liquor product market and apply to the workplace as appropriate. |
| | | 4.4 | Provide informed input about beers, spirits and liqueurs to support <i>workplace activities.</i> |

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:

- communication skills to articulate advice about beers, spirits and liqueurs and to discuss and debate different ideas and opinions about products
- critical thinking skills to evaluate wide ranging information about beers, spirits and liqueurs and apply and adapt information to work activities
- literacy skills to research and interpret detailed information about beers, spirits and liqueurs from a variety of sources
- problem-solving skills to identify product faults and make judgments about appropriate remedial action.

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

- sensory evaluation techniques and their relevance to different types of beers, spirits and liqueurs
- past, current and emerging trends in the Australian liquor industry
- overview of international trends in beers, spirits and liqueurs
- production techniques for beers, spirits and liqueurs in relation to the way that production affects the final product
- key structural components of beers, spirits and liqueurs
- characteristics of beers, spirits and liqueurs (to include both Australian and imported products) including:

low alcohol, light, mid-strength and full strength beers

different beer types - draught, stout, golden, pale or brown ale, porter, wheat, blonde, lager, pilsner and bock

a range of spirits (local and imported) to include vodka, gin, brandy, whisky, tequila, cognac, Armagnac and ready to drink items

a range of liqueurs to include Drambuie, DOM Benedictine, Cointreau, Grand Marnier, Chartreuse, Baileys Irish Cream and Galliano and sake

- factors that affect the quality of different beers, spirits and liqueurs
- storage requirements for different beers, spirits and liqueurs
- safety and hygiene issues of particular relevance to the handling and storage of beers, spirits and liqueurs, including:

general awareness of potential dangers associated with inert gases used in beverage dispensing systems, and their impact on different workers

REQUIRED SKILLS AND KNOWLEDGE

signage used for areas of restricted access

- overview of the types of foods that match successfully with different beers, spirits and liqueurs (more detailed food matching skills are found in the unit SITHFAB324A Provide specialised advice on food and beverage matching)
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this may 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 in this unit

Evidence of the following is essential:

- ability to identify different characteristics of beers, spirits and liqueurs using sensory evaluation techniques
- knowledge of Australian and imported beers, spirits and liqueurs, as detailed under required knowledge
- ability to maintain and extend current and relevant knowledge of beers, spirits and liqueurs and to apply that knowledge to different workplace activities.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with, and involvement of, other people to discuss beverage characteristics and options, and to answer varied questions about beer, spirits and liqueurs
- access to a wide range of beers, spirits and liqueurs - both Australian and imported
- access to information about beer, spirit and liqueur products.

EVIDENCE GUIDE

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 candidate providing advice to customers or colleagues about beers, spirits and liqueurs
- oral or written questions to assess knowledge of beers, spirits and liqueurs
- observation of a presentation on selected beer, spirit or liqueur products
- research project to develop information about beers, spirits or liqueurs for use in particular workplace context
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the candidate.

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.

Australian and imported beers, spirits and liqueurs must include:

- low alcohol, light, mid-strength and full strength beers
- different beer types - draught, stout, golden, pale or brown ale, porter, wheat, blonde, lager, pilsner and bock
- a range of spirits (local and imported) including vodka, gin, brandy, whisky, tequila, cognac, Armagnac and ready to drink items
- a range of traditional and contemporary liqueurs including Drambuie, DOM Benedictine, Cointreau, Grand Marnier, Chartreuse, Baileys Irish Cream and Galliano and sake.

RANGE STATEMENT

Sensory evaluation techniques
must include:

- Visual appraisal:
use of light and background
intensity and type of colour
clarity
identifying 'legs' or 'tears' to assess alcohol content
- 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, faults
assessing balance of wine features on the palate.

Other information may include:

- promotional information
- product reviews
- details of production methods
- reference texts on beers, spirits and liqueurs
- presentation sessions from wholesalers or distributors.

Work as a beverage specialist might involve:

- making presentations on beers, spirits and liqueurs
- selling beers, spirits and liqueurs to corporations or individuals
- conducting specialised tastings
- developing beverage list suggestions
- providing brewery tours.

RANGE STATEMENT

Particular requirements may relate to:

- temperature
- humidity
- stock rotation
- shelf life
- amount of UV light
- vibrations.

Impaired quality might relate to:

- flat products
- cloudiness
- cork problems.

Formal and informal research may include:

- talking to product suppliers, winemakers, brewers
- memberships of associations and industry bodies
- reading general and trade media and supplier information
- attending trade shows and product tastings
- reading reference books
- internet.

Workplace activities may include:

- providing input to beverage lists
- assisting with selection of products from suppliers
- conducting product tastings and tours.

Unit Sector(s)

Sector

Hospitality

Competency field

Competency field

Food and Beverage