



Australian Government

SITHFAB302 Conduct a product tasting for alcoholic beverages

Release 1

SITHFAB302 Conduct a product tasting for alcoholic beverages

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHFAB222A Conduct a product tasting for alcoholic beverages. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.

Unit Descriptor

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.

Application of the Unit

This unit applies to hospitality, retail and wholesale organisations which 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.

Licensing/Regulatory Information

The sale and service of alcohol, including within product tastings, 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 SITHFAB201 Provide responsible service of alcohol.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:	
SITHFAB201	Provide responsible service of alcohol

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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| 1. Taste and evaluate alcoholic beverages. | 1.1 Identify basic characteristics of <i>alcoholic beverages</i> using sensory evaluation techniques. |
| | 1.2 Use information from evaluations to prepare for tastings. |
| 2. Set up and serve tasting samples. | 2.1 Set up <i>tasting area, equipment and supplies</i> 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 standards. |
| | 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 <i>customer questions</i> 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 <i>beverage product faults</i> and substitute other stocks or products. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills including active listening and open and closed probe questioning to:
 - determine customer preferences and offer suitable products for tasting
 - develop rapport and engage customers in the tasting of various products
- critical thinking skills to evaluate the site where product tastings are conducted and set up an appealing and safe tasting environment
- learning skills to continuously update knowledge of alcoholic beverages on offer for tasting
- literacy skills to:
 - read and interpret organisational standards for:
 - presentation of the tasting area
 - display of product and promotional material
 - responsible service of alcohol procedures for tastings
 - research information on the product on offer at the tasting
- numeracy skills to:
 - calculate sampling quantities for each pour
 - measure and determine the correct temperature for storing and serving alcohol
- planning and organising skills to co-ordinate the set up and conduct of a tasting
- problem-solving skills to identify product faults and respond by substituting other stock
- self-management skills to take responsibility for coordinating the product tasting
- technology skills to use tasting equipment including temperature control devices.

Required knowledge

- sensory evaluation techniques and their relevance to wines, beers, spirits and liqueurs including:
 - 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 standards for:
 - presentation of the tasting area

- display of product and promotional material
- serveware for alcoholic beverages, glass or plastic
- key characteristics of:
 - Australian and international wine types
 - main Australian wine producing areas
- key characteristics of the main grape varieties and wine types, including:
 - red, including cabernet sauvignon, shiraz, pinot noir and merlot
 - white, including semillon, sauvignon blanc, riesling and chardonnay
 - blended wines, including cabernet sauvignon, merlot, semillon and sauvignon blanc
 - sparkling wines
 - popular fortified wines, including sherry, port, muscat, vermouth, tokay and marsala
 - dessert wines
 - compatibility with different types of food
- key characteristics of Australian and imported beers, spirits and liqueurs including 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 descriptive meaning
 - compatibility with different types of food
 - optimum presentation and storage conditions to ensure quality
- indicators of common faults with products
- 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 especially for recyclable glass and plastic bottles and sampling glasses.

Evidence Guide

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

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- set up and conduct tastings for a diverse range of wines, beers, spirits and liqueurs on multiple occasions
- maintain products at optimum quality throughout the product tasting sessions
- interact with customers to provide accurate product information and satisfy their questions
- integrate knowledge of:
 - key characteristics of Australian and imported wines, beers, spirits and liqueurs
 - key characteristics of the specific alcoholic beverages on offer for tasting
 - attributes of tasting areas that appeal to customers and that provide a safe environment
 - organisational standards for product presentation.

Context of and specific resources for assessment

Assessment must ensure use of:

- a hospitality, cellar door or retail service industry environment, where product tastings are conducted and workplace documentation defined in the Assessment Guidelines; this may be a:
 - real industry workplace
 - simulated industry environment such as a training outlet servicing customers
- industry-realistic ratios of service staff to customers
- current product information within sales kits, brochures, product manuals, supplier information kits, information databases and computerised information sources
- a commercial range of alcoholic beverages to be tasted
- tasting equipment.

Method 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 individual:
 - choosing an appropriate location and setting up in a safe and conducive area for product tastings

- interacting with customers during a product tasting
- maintaining products at optimum quality throughout the product tasting sessions
- project activities that allow assessment of the individual's ability to:
 - research information about key characteristics of a selected range of wines, beers, spirits and liqueurs for which they will conduct a product tasting
 - make a presentation on those products
- written or oral questioning to assess knowledge of:
 - key characteristics of Australian and imported wines, beers, spirits and liqueurs
 - key characteristics of the specific alcoholic beverages on offer for tasting
 - attributes of tasting areas that appeal to customers and provide a safe environment
 - organisational standards for product presentation
 - review of portfolio of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB304 Provide advice on beers, spirits and liqueurs
- SITHFAB305 Provide advice on Australian wines
- SITHFAB306 Provide advice on imported wines
- SITXCCS303 Provide service to customers.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Alcoholic beverages may include:

- beer
- fortified wines
- liqueurs
- sparkling wines
- spirits
- still wines.

Tasting area, equipment and supplies may include:

- chilling equipment
- evaluation sheets
- glassware
- ice
- light food
- napkins
- opening devices
- promotional and pricing literature
- spittoons or spit buckets
- tables and tableware
- tasting notes
- wine lists.

Customer questions may relate to:

- cellaring requirements
- comparisons between products
- food and beverage matching
- optimum time to drink
- value for money.

Beverage product faults may include:

- cork problems:
 - ageing
 - bleeding
 - drying
 - expansion
 - oxidation
 - shrinking
- excessive hydrogen sulphide
- haze
- oxidation
- tartrates.

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage