

	<b>Unit ID: 528</b>
<b>Domain</b>	<b>FOOD AND BEVERAGE SERVICE</b>
<b>Title:</b>	<b>Serve and provide specialist advice on wine</b>
<b>Level: 4</b>	<b>Credits: 10</b>

### Purpose

This unit standard specifies the competency required to provide specialist advice and where required, service of wine. It focuses on knowledge of Namibian, South African and other imported wines, making recommendations for wine and food combinations, identifying wine characteristics, assisting in the development of wine lists, and developing and updating wine knowledge. It may apply to specialist wine attendants, food and beverage supervisors in restaurants or hospitality establishments and to other personnel involved in wineries, retail wine outlets or wine wholesalers. This Unit builds on skills and knowledge covered in the Unit 298 *Provide responsible service of alcoholic beverages in a hospitality establishment* and Unit 554 *Manage wine service and cellarage in a hospitality establishment*. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

### Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
  - Unit 292 *Practice food safety methods and personal hygiene for food and beverage service* or demonstrated equivalent knowledge and skills.
2. Persons undertaking this unit standard must comply with the minimum age requirements for the service of alcohol as specified in the Liquor Act 6 of 1998.
  3. Service of alcoholic beverages is restricted to licensed premises in line with the Liquor Act 6 of 1998.
  4. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
  5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
  6. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.

7. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act No 6, 1992
  - The Social Security Act 1994
  - The Employee Compensation Amendment Act 5 of 1995
  - Tobacco Act (Draft 2008)
  - Liquor Act 6 of 1998
  - Public Health Amendment Act 45 of 1976
  - The International Health Regulation Act 28 of 1974
  - Namibia Tourism Board Act 21 of 2000
  - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na)

### **Elements and Performance Criteria**

#### **Element 1: Advise customers on Namibian, South African and other imported wines**

##### **Range**

Assistance on wine selections must include knowledge about wines commonly available in Namibia; South African wines must include those from major South African winelands, including grape varieties used for making wine; general knowledge must include popular wines from Europe; general knowledge of New World wines (Australia, New Zealand, California, Argentina, Chile); sparkling wine and champagne; port and sherry; cognac and brandy.

The provision of advice on wine may include serving wine, contributing to the development of wine lists, selling or promoting wine or conducting a tour of a winery.

##### **Performance Criteria**

- 1.1 Assistance is offered to customers making wine selections and accurate information is provided about different wine options in line with establishment procedures.
- 1.2 Wine types, styles, regions, viticulture and production methods are discussed with guests or customers, taking account of the customer's level of wine knowledge in line with establishment procedures.

- 1.3 Guests and customers are assisted in wine selection according to taste and price preferences in line with establishment procedures.

## **Element 2: Advise customers on wine and food choices**

### **Performance Criteria**

- 2.1 Specific advice is offered on the compatibility of different wines with menu or food items in line with establishment procedures.
- 2.2 Appropriate wines are offered for special occasions and particular seasons in line with establishment procedures.
- 2.3 Wines that will enhance the combination of food and wine are promoted in line with establishment procedures.

## **Element 3: Evaluate and serve wine**

### **Range**

Evaluating wine quality involves basic sensory evaluation and may include but is not limited to sight to check wine for clarity, brightness/intensity and shade of colour; smell, or nose (being the overall smell sensations of a wine), aroma and bouquet; taste components: bitter, acid and salt, and sweet.

### **Performance Criteria**

- 3.1 Wines are evaluated using accepted sensory evaluation techniques in line with establishment procedures.
- 3.2 Information from wine evaluations is used to assist customers with wine selections in line with establishment procedures.
- 3.3 Wine quality is monitored, and poor quality wine is recognised during service, and appropriate action is taken in line with establishment procedures.
- 3.4 Wine is served to guests in line with establishment procedures.
- 3.5 Customer complaints are responded to by evaluating wine, determining faults and taking remedial action according to establishment procedures.

## **Element 4: Develop and update wine knowledge**

### **Range**

Informal and formal research may include but is not limited to talking to product suppliers, wine makers and vineyard managers; association or memberships with industry bodies; reading general and trade media, supplier information; attending trade shows; attending wine tastings; reading wine reference books; Internet.

### **Performance Criteria**

- 4.1 Research is conducted, informally and formally, to access current, accurate and relevant information on wines and wine service in line with establishment procedures.
- 4.2 Trends in customer tastes are identified, based on direct contact and workplace experience, and this information is used to update wine knowledge in line with establishment procedures.
- 4.3 General trends in the wine market are identified and applied in the workplace as appropriate.
- 4.4 Up-to-date wine knowledge is used to provide input into the design, content and pricing of the establishment's wine list.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2008
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