

	Unit ID: 554
Domain	FOOD AND BEVERAGE SERVICE
Title:	Manage wine service and cellarage in a hospitality establishment
Level: 5	Credits: 14

Purpose

This unit standard specifies the competency required to maintain the quality of wine and wine service, manage a wine cellar and develop wine lists. This unit standard is intended for those who work in management of wine for a restaurant and 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. Wine in this unit refers to both Namibian, South African and international wines and covers a range of wine types which must include still and sparkling red and white wines, champagne styles and fortified wines.
5. 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.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
7. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
8. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

9. Regulations and legislation relevant to this unit standard include the following:
- Labour Act, 15 of 2004
 - Companies Act of 2004
 - Affirmative Action Employment Act, 29 of 1998
 - Transformation on Economic Social Empowerment Framework (draft Broad-based Black Economic Empowerment policy April 2008)
 - Income Tax Amendment Act, 10 of 2003
 - Sales Tax Act, 5 of 1992
 - Value-Added Tax Amendment Act, 12 of 2004
 - Namibia Tourism Board Act, 21 of 2000
 - Local Authorities Amendment Act, 14 of 2004
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - 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

Elements and Performance Criteria

Element 1: Develop and monitor systems for the maintenance of wine quality and wine service

Range

Wine service includes but is not limited to the following factors: decanting; use of specialised glassware; advanced table service of wine; monitoring wines by the glass; sparkling and fortified wine service.

Performance Criteria

- 1.1 Optimum storage and cellaring conditions and systems are developed in line with establishment procedures.
- 1.2 Appropriate equipment for wine service and storage is identified and selected in line with establishment procedures.
- 1.3 Training on wine and wine service is organised and provided to staff in line with establishment procedures.
- 1.4 Problems related to wine quality and service are resolved in line with establishment procedures.

- 1.5 Quality of wine is monitored through wine evaluation using accepted sensory evaluation techniques.
- 1.6 Wine service is monitored to ensure that wine is served correctly and at the appropriate temperature according to wine types and guest preferences.
- 1.7 Advice is provided to other staff and colleagues on wine and wine-related matters in line with establishment procedures.

Element 2: Develop wine lists

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 professional organisations and industry bodies; networking; attending professional tastings and specialised seminars; conferences; attending wine promotions and tastings; wine and food festivals; tours; reading general and trade media; attending trade shows; reading wine reference books; Internet.

Knowledge of wine suppliers may include but is not limited to wholesalers; vineyards; auctions; Internet distributors.

Developing wine lists for various hospitality outlets includes but is not limited to restaurants, hotels, specialist wine outlets and wineries.

Performance Criteria

- 2.1 Research on wine varieties, consumption patterns, target markets, international and Namibian trends and pricing is used in the development of wine lists in line with establishment procedures.
- 2.2 Wine lists are developed ensuring compatibility with menu or food offered by the establishment.
- 2.3 Wine lists are designed that are aesthetically pleasing, factually correct and user friendly in line with establishment procedures.
- 2.4 Wine lists are balanced to ensure an appropriate selection in terms of cost, type, style and regional and international representation according to size and nature of the establishment.
- 2.5 Pricing of wine reflects required profit margins and is undertaken in line with establishment procedures.
- 2.6 Wines are presented and promoted appropriately according to establishment standards.

Element 3: Manage a wine cellar

Range

Factors impacting on wine quality may include but are not limited to temperature, corkage, sediment, humidity; light; vibration; bottle position; handling; stock rotation appearance, colour, odour.

Performance Criteria

- 3.1 Wine storage systems are established, taking into account wine variety/vintage, space and establishment requirements.
- 3.2 Factors impacting on wine quality are identified and dealt with in line with establishment procedures.
- 3.3 Wines are stored under recommended conditions and at recommended temperatures and humidity, taking into consideration relevant factors.

Element 4: Research and select wines

Range

Opportunities for the promotion of wine sales may include selecting and organising "specials"; organising and conducting wine tastings; presentations and stands at wine events; developing promotional materials; implementing staff incentive schemes.

Performance Criteria

- 4.1 International and domestic wine types and styles, trends and preferences are researched in line with establishment procedures.
- 4.2 Other members of the wine community, guests and/or wine suppliers are liaised with to gauge wine popularity and quality, trends, availability and pricing.
- 4.3 Wines reflect the menu, target market and style of operation of the establishment.
- 4.4 Specific vintages are selected for cellaring purposes in line with establishment procedures.
- 4.5 Appropriate opportunities for the promotion of wine sales are developed within the overall business context and in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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