

<b>Title</b>	<b>Assist customers with, and serve, bottled wine in a licensed commercial environment</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	<p>This unit standard is for people who provide a wine service in the hospitality industry, with knowledge of New Zealand and international wines as commonly found on licensed establishment wine lists.</p> <p>People credited with this unit standard are, in a licensed commercial environment, able to: prepare equipment and stock for bottled wine service; use knowledge of bottled wines to advise and assist customers; and present and serve bottled wines.</p>
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<b>Classification</b>	Hospitality > Food and Beverage Service
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<b>Available grade</b>	Achieved
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## Guidance Information

- Definitions**  
*Establishment requirements* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.  
*Licensed commercial environment* – any establishment that serves wine under the Sale and Supply of Alcohol Act 2012. These establishments may serve wine or wine and food.
- Range**  
 Wines include but are not limited to – white, red, still, sparkling, dessert wines.
- Legislation relevant to this unit standard includes but is not limited to –** Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013, Trespass Act 1980, Wine Act 2003.
- For the purpose of this unit standard, customer and service areas must be kept** hygienically clean, tidy and free from rubbish at all times, and service areas secure from unauthorised people in accordance with establishment requirements.
- Evidence for the practical components of this unit standard must either be gathered** in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.

6 All tasks are to be carried out in accordance with establishment requirements.

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## Outcomes and performance criteria

### Outcome 1

Prepare equipment and stock for bottled wine service in a licensed commercial environment.

#### Performance criteria

- 1.1 Sufficient stock of table items, service equipment, and current wine lists are made available, and kept clean and ready for use.
- Range equipment may include but is not limited to – glassware, trays, service cloths, wine knife, decanting equipment, ice buckets and stands, chillers, coolers.
- 1.2 Sufficient wine stock for wine list is made available in storage area, and kept free from damage, and at correct temperature for service.

### Outcome 2

Use knowledge of bottled wines to advise and assist customers in a licensed commercial environment.

Range evidence is required of the wines listed on the wine list at the candidate's establishment.

#### Performance criteria

- 2.1 Ineligibility to be served alcohol is described.
- Range ineligibility includes but is not limited to – behaving in an intoxicated manner, violent and disorderly behaviour, under-age, being under a trespass warning, requesting service outside licensing hours.
- 2.2 Wine list is presented to customer in a timely manner.
- 2.3 Wine information and advice on establishment wine list is provided to customer on request, and opportunities to promote establishment products are taken.
- Range information may include but is not limited to – name, type, and style of wine; vintage, price, wine and food harmony; quality of wine; characteristics of taste; alcohol content; country and region of origin; grape varieties.

### Outcome 3

Present and serve bottled wines in a licensed commercial environment.

#### Performance criteria

- 3.1 Wine is handled, presented to customer, and opened in a style and manner suitable for wine type.
- Range presentation may include but is not limited to – service cloth, bottle label, tasting;  
manner may include but is not limited to – use of wine knife, use of service cloth.
- 3.2 Wine is served at correct service temperature, using correct pouring levels and service equipment.
- Range equipment may include but is not limited to – glassware, trays, service cloths, decanting equipment, opening equipment, wine buckets.
- 3.3 Any faults with wine are correctly identified prior to or during service, and appropriate action is taken to remedy them.
- 3.4 Customer's glass is replenished with wine to appropriate level throughout service to meet customer requirements.

<b>Planned review date</b>	31 December 2026
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 March 1998	31 December 2013
Review	2	22 October 2004	31 December 2013
Rollover and Revision	3	25 July 2006	31 December 2017
Review	4	12 December 2008	31 December 2017
Review	5	20 February 2014	31 December 2017
Revision	6	21 July 2016	31 December 2020
Review	7	25 January 2018	31 December 2023
Review	8	25 November 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact Ringa Hora Services Workforce Development Council  
[qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.