

<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

### 1 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.

### 2 Range

Wines include but are not limited to – white, red, still, sparkling, dessert wines.

### 3 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.

### 4 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.

### 5 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 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 2023
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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	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>.

### Comments on this unit standard

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.