

Title	Perform wine service for guests at table		
Level	1	Credits	2

Purpose	<p>This unit standard is intended for people who are studying the hospitality industry in a school or tertiary learning environment.</p> <p>People credited with this unit standard are able to: present a wine list and take orders from customers; and serve wine or equivalent to customers.</p>
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Classification	Hospitality > Hospitality - Foundation Skills
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Available grade	Achieved
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Guidance Information

- 1 Definition

Establishment requirements refer to any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.
- 2 Legislation and regulations relevant to this unit standard include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013.
- 3 References

Reference texts relevant to this unit standard may include but are not limited to: Cousins, J. and Weekes, S. (2020), *Food and Beverage Service*. 10th ed. London: Hachette;

Hay, C. (2020), *New Zealand Wine Guide: an introduction to the wine styles & regions of New Zealand*. 2nd ed. Auckland, NZ: Hay Publishing;

or the most recent editions available.
- 4 For the purpose of this unit standard, it is not expected that alcohol be served. Equivalent non-alcoholic beverages are acceptable. The following conditions apply when assessing against this unit standard:
 - the candidate must be under no time pressure;
 - performance may be assessed against in a classroom environment;
 - equipment relevant to the unit standard must be available (this may be domestic equipment).
- 5 Range

Wine types include but are not limited to – white, red, sparkling; evidence of one of each type is required.

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

Outcomes and performance criteria

Outcome 1

Present a wine list and take orders from customers.

Performance criteria

- 1.1 The wine list is presented to customers at the table.
- 1.2 The wine list is explained to the host/customer.
- 1.3 Wine orders are taken and confirmed with customers.
- 1.4 The wine order is recorded.

Outcome 2

Serve wine or equivalent to customers.

Performance criteria

- 2.1 Wine or equivalent is opened and presented.
- 2.2 The correct quantity of wine or equivalent is poured for tasting by the customer.
- 2.3 Wine or equivalent is served to the customer from the correct side.
- 2.4 The wine or equivalent is served to customers in the correct order.

Range may include but is not limited to – use of a service cloth, use of ice bucket.
- 2.5 The correct quantity of wine or equivalent is served into glasses without spillage on table or customers.

Replacement information	This unit standard replaced unit standard 15902 and unit standard 15903.
Planned review date	31 December 2026

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 October 2003	31 December 2016
Review	2	19 September 2008	31 December 2016
Revision	3	20 November 2009	31 December 2016
Review	4	20 November 2014	31 December 2020
Review	5	25 January 2018	31 December 2023
Review	6	30 September 2021	N/A

Consent and Moderation Requirements (CMR) reference

0112

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 if you wish to suggest changes to the content of this unit standard.