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| Title | Deliver an alcoholic beverage tasting experience for a tourism workplace | | |
| Level | 3 | Credits | 6 |

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| Purpose | People credited with this unit standard are able to: provide an alcoholic beverage tasting service, provide information to visitors on alcoholic beverages, alcoholic beverage production, and sell alcoholic beverages for a tourism workplace. |
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| Classification | Tourism > Visitor Services |
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| Available grade | Achieved |
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Guidance Information

- 1 Definitions**

Alcoholic beverage refers to but is not limited to wines, beers, ciders, spirits.

Attraction refers to a discrete destination, comprising natural or man-made features, which draws visitors or tourists to it.

Tourism workplace policies and procedures refer to documented instructions about workplace expectations. These must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.
- 2 Legislation relevant to this unit standard includes but is not limited to:** Consumer Guarantees Act 1993, Food Act 2014, Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Wine Act 2003. Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 3 For the purposes of this unit standard a tourism workplace means establishments which provide a tasting, consumption, or purchase service for alcoholic beverages, targeting domestic and/or international tourists as their market. Services offered may also include winery or brewery tours, tasting wines, beers, ciders, or spirits, vineyard walks, as part of a commercial tourism operation.**
- 4 All tasks must be completed in accordance with tourism workplace policies and procedures.**
- 5 This unit standard may be assessed against in a tourism workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a tourism workplace.**

Outcomes and performance criteria

Outcome 1

Provide an alcoholic beverage tasting service for a tourism workplace.

Performance criteria

- 1.1 Visitors are greeted and etiquette for tasting is explained in accordance with tourism workplace policies and procedures.
- 1.2 Types of alcoholic beverage are named and described, poured, and presented for tasting.

Outcome 2

Provide information to visitors on alcoholic beverages for a tourism workplace.

Performance criteria

- 2.1 The qualities of alcoholic beverages are described.
 - Range may include but is not limited to – colour, nose, taste, body, finish.

Outcome 3

Provide information to visitors on alcoholic beverage production for a tourism workplace.

Performance criteria

- 3.1 The terroir, crops and management of the establishment are described to visitors.
 - Range may include but is not limited to – environmentally sustainable practices.
- 3.2 Serving suggestions are offered to visitors.
 - Range may include but is not limited to – temperature, glassware, matches with food.

Outcome 4

Sell alcoholic beverages at a tourism workplace.

Performance criteria

- 4.1 Visitors are offered opportunities for further purchases.
 - Range may include but is not limited to – cellar door sales, club memberships, special promotions, tours of the tourism workplace.

4.2 Orders are taken, confirmed, and processed.

Range may include but is not limited to – packaging, freight methods, freight charges.

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| Planned review date | 31 December 2027 |
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Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|-----------------|--------------------------|
| Registration | 1 | 20 October 2016 | 31 December 2024 |
| Review | 2 | 27 April 2023 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 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 Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.