

<b>Title</b>	<b>Deliver an alcoholic beverage tasting experience and give advice on local tourism attractions to visitors</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this unit standard are able to: provide an alcoholic beverage tasting service, provide information to visitors on alcoholic beverages and alcoholic beverage production, sell alcoholic beverage, and provide visitors with advice on local attractions or activities, in accordance with tourism workplace procedures and policies.
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<b>Classification</b>	Tourism > Visitor Services
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 Definitions  
*Attraction* means a discrete destination, comprising natural or man-made features, which draws visitors or tourists to it.  
*Alcoholic beverage* refers to but is not limited to wines, beers, ciders, spirits.  
*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 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.

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## Outcomes and evidence requirements

### Outcome 1

Provide an alcoholic beverage tasting service for a tourism workplace.

#### Evidence requirements

- 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 in accordance with visitor expectations and tourism workplace policies and procedures.

### Outcome 2

Provide information to visitors on alcoholic beverages.

#### Evidence requirements

- 2.1 The qualities of alcoholic beverages are described in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – colour, nose, taste, body, finish.

### Outcome 3

Provide information to visitors on alcoholic beverage production in accordance with tourism workplace policies and procedures.

#### Evidence requirements

- 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 in accordance with tourism workplace policies and procedures.

**Evidence requirements**

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.

**Outcome 5**

Provide visitors with advice on local tourism attractions or activities.

**Evidence requirements**

5.1 Visitors are given advice on local tourism attractions or activities in accordance with tourism workplace policies and procedures.

<b>Planned review date</b>	31 December 2021
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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	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Please note**

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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**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.