Modification history

|  |  |
| --- | --- |
| Release | Comments |
| Release 1 | This version released with FBP Food, Beverage and Pharmaceuticals Training Package version 2.0. |

| FBPCDS2006 | Conduct a standard product tasting |
| --- | --- |
| Application | This unit of competency describes the skills and knowledge required to plan, prepare and conduct standard product samples and tastings for wine and/or spirits.  The unit applies to individuals who work in cellar door sales and conduct routine, ‘on request’ tastings from individual customers and small groups.  When applied in the workplace, compliance with State and Territory legislative requirements relating to the Responsible Service of Alcohol (RSA) will be required.  All work must be carried out to comply with workplace procedures, in accordance with State/Territory work health and safety, and food safety regulations, legislation and standards that apply to the workplace. |
| Prerequisite Unit | Nil |
| Unit Sector | Cellar Door (CDS) |

| Elements | Performance Criteria |
| --- | --- |
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Store and handle products | 1.1 Cellar products and rotate stock according to product style and workplace procedures  1.2 Manage sediments and characters associated with ageing |
| 2. Set up product tasting area | 2.1 Prepare products for tasting using appropriate techniques for product style or characteristics  2.2 Prepare tasting equipment suitable to product and tasting requirements and set up ready for use by customers  2.3 Prepare adequate supplies of suitable support materials and place ready for use |
| 3. Conduct product tastings | 3.1 Establish customer preferences using effective communication techniques and support materials  3.2 Encourage customers to sample preferred product range in the most beneficial order to experience product characteristics effectively  3.3 Give customers time and privacy to sample each product and make a decision  3.4 Encourage customers to ask questions and pass opinions on products  3.5 Answer customer queries accurately and comprehensively, or refer to another information resource  3.6 Identify common product faults and handle any associated customer dissatisfaction in a positive manner |
| 4. Serve tasting samples | 4.1 Open product using techniques and procedures suitable to product characteristics  4.2 Identify product faults and rectify and report according to workplace procedures  4.3 Pour product and present to the customer for tasting in compliance with legal regulations  4.4 Collect and dispose of waste according to workplace environmental guidelines  4.5 Maintain optimum condition of open product and store sealed product according to workplace procedures |

| Foundation Skills  This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria. | |
| --- | --- |
| Skill | Description |
| Reading | * Interpret key facts about products from information on product labels and other workplace sources |
| Numeracy | * Calculate quantities of product and supplies for number of customers |
| Oral communication | * Use clear language and industry accepted terminology to describe different wines and/or spirits * Participate in verbal exchanges to respond to questions and clarify information about tasting products |
| Navigate the world of work | * Identify and follow workplace and legislative requirements associated with own role and area of responsibility |
| Interact with others | * Follow accepted practices and protocols and make adjustments to own style for communicating information to diverse groups of customers |
| Get the work done | * Follow clearly defined instructions to identify, organise and assemble tasting products, equipment and supplies, and sequence tasks to conduct a standard product tasting * Take responsibility for providing product information that meets workplace and industry requirements and maximises customer experience * Use the main features and functions of digital tools to identify and apply information in wine industry operations * Recognise and act on opportunities for continuous improvement in accordance with workplace practices |

|  |  |  |  |
| --- | --- | --- | --- |
| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| FBPCDS2006 Conduct a standard product tasting | FDFCD2006A Conduct a standard product tasting | Updated to meet Standards for Training Packages  Minor changes to elements and performance criteria for clarity  Removal of prerequisites - FDFCD2003 Evaluate wines (standard), SIRXCCS202 Interact with customers and SITHFAB002 Provide responsible service of alcohol - no longer required by industry | Equivalent unit |

|  |  |
| --- | --- |
| Links | Companion Volumes, including Implementation Guides, are available at VETNet:  <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4> |

| TITLE | Assessment requirements for FBPCDS2006 Conduct a standard product tasting |
| --- | --- |
| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has conducted a standard product tasting for an individual customer at least once, and a standard product tasting for a group at least once. Each product tasting must include:   * accessing workplace information to identify standard product tasting and preparation requirements * cellaring and rotating stock to maintain product quality and suitability for tastings * preparing tasting area, equipment and supplies in a manner suitable for the range of products being tasted and the number of customers in the tasting * ensuring products are correctly opened, checked and served to customers * communicating effectively to customers, including finding preferences, answering questions, and adjusting tasting order or range, to facilitate customer enjoyment. | |

| Knowledge Evidence |
| --- |
| An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:   * purpose and principles of standard product tasting, including: * relationship of sales area to other workplace areas and activities * promotional and brand objectives of the workplace * available information resources: * product and price lists * background documentation * other personnel with special expertise * overview of product range and quality characteristics * common product faults, features, causes and corrective action necessary * product sensory evaluation techniques (standard) * optimum cellaring conditions for a range of products, such as wines of varying maturity, fortified and liqueur wines, and spirits * preparation requirements and procedures for glasses, spittoons, chilling equipment and support materials * operating procedures for equipment and services used in product tasting * product handling procedures and techniques: * opening * decanting * pouring * displaying the label * procedures to maintain product quality between tastings * product knowledge: * product style and taste characteristics * optimum serving requirements * preparation requirements * stock availability * label interpretation * workplace policies and procedures and responsibilities related to product tastings: * customer service * customer complaints * responsible service of alcohol * safe food handling * product storage * product tastings * personal presentation * stock rotation * reporting problems * housekeeping * work health and safety hazards and controls associated with product tastings. |

| Assessment Conditions |
| --- |
| Assessment of skills must take place under the following conditions:   * physical conditions: * a workplace or an environment that accurately represents workplace conditions * resources, equipment and materials: * range of workplace products for tasting * materials and equipment needed to conduct tastings * product information or technology for accessing information * specifications: * workplace procedures relating to product tastings * relationships (internal and/or external): * external customers for tasting opportunities.   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

|  |  |
| --- | --- |
| Links | Companion Volumes, including Implementation Guides, are available at VETNet:  <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4> |