Modification history

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

| FBPCDS3003 | Coordinate winery hospitality activities |
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| Application | This unit of competency describes the skills and knowledge required to plan, conduct and evaluate winery hospitality activities. It includes limited responsibility for the work of others.  The unit applies to individuals who work under broad direction and take responsibility for coordinating hospitality activities conducted as part of cellar door operations in the wine industry.  No occupational licensing, legislative or certification requirements apply to this unit at the time of publication. |
| Prerequisite Unit | Nil |
| Unit Sector | Cellar Door (CDS) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Identify required hospitality activities | 1.1 Interpret workplace or organisation promotional schedule and apply to hospitality activities  1.2 Respond to ad-hoc customer requests and bookings according to workplace procedures |
| 2. Plan and organise hospitality activities | 2.1 Identify resources required to implement activities  2.2 Negotiate prices and services with suppliers and customers  2.3 Confirm supply of necessary resources, services and prices according to workplace procedures |
| 3. Prepare for winery hospitality activities | 3.1 Prepare a schedule of events to ensure timely and effective implementation of activities  3.2 Prepare or produce support materials in line with promotional schedule and workplace requirements  3.3 Brief team and suppliers on their roles and responsibilities |
| 4. Implement hospitality activities | 4.1 Coordinate resources effectively and efficiently to meet customer and workplace objectives  4.2 Monitor and maintain hospitality facilities within limits of responsibility  4.3 Recognise, rectify and report problems and anomalies to appropriate personnel |
| 5. Evaluate winery hospitality activities | 5.1 Evaluate team performance based on workplace and customer objectives  5.2 Encourage and review customer feedback to improve performance  5.3 Assess suppliers and give feedback according to workplace procedures  5.4 Collate information to use for the financial and promotional viability assessment  5.5 Identify areas for improvement based on evidence collected and make recommendations to appropriate personnel |

| 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. | |
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| Skill | Description |
| Reading | * Interpret textual information from a range of sources to identify relevant and key information about workplace hospitality activities |
| Writing | * Use clear language, logical structure and accurate terminology to communicate requirements to customers, suppliers and internal personnel |
| Numeracy | * Calculate cost of resources and activities for hospitality activities * Interpret and assess basic trends in financial data |
| Oral communication | * Participate in verbal exchanges to respond to questions, clarify information and give directions to others |
| Navigate the world of work | * Recognise and follow workplace requirements associated with own role and area of responsibility |
| Interact with others | * Liaise collaboratively and assist others with information about hospitality activities and requirements * Follow accepted practices and protocols and make adjustments to own style for communicating information to a range of people |
| Get the work done | * 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 |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| FBPCDS3003 Coordinate winery hospitality activities | FDFCD3003A Coordinate winery hospitality activities | Updated to meet Standards for Training Packages  Minor changes to performance criteria for clarity  Removal of prerequisite - SIRXCCS202 Interact with customers - no longer required by industry | Equivalent unit |

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| 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 FBPCDS3003 Coordinate winery hospitality activities |
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| 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 coordinated at least one winery hospitality activity that caters for at least eight guests, including:   * accessing workplace information to identify winery hospitality activity coordination requirements * interpreting promotional schedules to establish schedule of hospitality events * planning and coordinating resources and supply of services and resources appropriate to each hospitality event * handling customer requests, bookings and ad-hoc requests * preparing schedules, briefing notes and other support materials for staff, suppliers and customers * coordinating services, products and activities for hospitality events * briefing team and suppliers on roles and responsibilities * monitoring and dealing with problems and special requests during activities * gathering feedback and data to evaluate winery hospitality activities * using results of evaluations to improve future activities. | |

| Knowledge Evidence |
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| 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 winery hospitality activities * links to related work areas and activities, such as cellar door, public relations and marketing * workplace procedures and responsibility for: * reporting problems * recording requirements * workplace product and service range * workplace and brand promotional objectives * format and interpretation of promotional schedules * roles and responsibilities of supporting functions * key principles and techniques for face-to-face and written communication * basic legislative and statutory requirements as they apply in the workplace, including: * serving and selling liquor * industry codes of practice * consumer law * customer workplace health and safety * techniques in conducting winery and site tours and specialised tastings relevant to hospitality event covered in the performance evidence. |

| Assessment Conditions |
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| Assessment of skills must take place under the following conditions:   * physical conditions: * a workplace or a realistic environment that allows the individual to conduct the required winery hospitality activity * resources, equipment and materials: * documentation or technology for coordinating events * documentation or technology for preparing, recording and communicating information relating to the event * specifications: * workplace promotional schedule and information about hospitality event and/or customer requirements * workplace procedures relating to winery and hospitality events * relationships (internal and/or external): * staff and suppliers to brief * customers.   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

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