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.All work must be carried out to comply with workplace procedures, in accordance with state/territory workplace health and safety, and food safety regulations, legislation and standards that apply to the workplace.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 activities1.2 Respond to ad-hoc customer requests and bookings according to workplace procedures1.3 Confirm workplace health and safety, regulatory and workplace procedures relating to winery hospitality activities |
| 2. Plan and organise hospitality activities | 2.1 Identify resources required to implement hospitality activities2.2 Negotiate prices and services with suppliers and customers2.3 Confirm supply of necessary resources and services according to supplier agreements and workplace procedures |
| 3. Prepare for winery hospitality activities | 3.1 Prepare a schedule of events to ensure timely and effective implementation of activities3.2 Prepare or produce support materials in line with promotional schedule and workplace requirements3.3 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 objectives4.2 Monitor and maintain hospitality facilities within limits of responsibility4.3 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 objectives5.2 Encourage and review customer feedback to improve performance5.3 Assess suppliers and give feedback according to workplace procedures5.4 Collate information to use for the financial and promotional viability assessment5.5 Identify areas for improvement based on evidence collected and make recommendations to appropriate personnel |

| Foundation SkillsThis 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 information from a variety of workplace documents
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| Writing | * Produce workplace documentation in required format
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| Oral Communication | * Provide information using language appropriate to audience
* Use questioning skills to gather feedback
* Use active listening skills to respond to questions or feedback from others
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| Numeracy | * Perform calculations relating to measurements, quantities, volumes and monetary value
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| Navigate the world of work | * Understand and comply with legislative and workplace requirements relevant to own role
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| Interact with others | * Use accepted practices and protocols for communicating with internal personnel and people external to the organisation
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| Get the work done | * Plan, sequence and implement tasks required to achieve outcomes
* Use analytical skills to address problems and make decisions related to hospitability activities requirements
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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 PackagesMinor changes to performance criteria for clarityRemoval of prerequisite as 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 planned, conducted and evaluated winery hospitality activities and has demonstrated the following at least once:* accessed workplace information and schedules to identify winery hospitality activity coordination requirements
* planned and coordinated resources and supply of services appropriate to each hospitality event
* applied a high level of personal presentation
* handled customer requests, bookings and ad-hoc requests
* prepared schedules, briefing notes and other support materials for staff, suppliers and customers
* coordinated services, products and activities for hospitality events
* monitored hospitality facilities and service provision
* briefed team members and suppliers on roles and responsibilities
* monitored and dealt with problems and special requests during hospitality activities
* gathered feedback and data to evaluate winery hospitality activities
* used results of evaluations to improve future activities
* followed workplace health and safety procedures when coordinating winery hospitality activities.
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| 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:* links to related work areas and resources such as cellar door, public relations and marketing
* workplace procedures and responsibility for:
* reporting problems
* recording requirements
* customer service and complaints
* workplace product and service range
* workplace and brand promotional objectives
* format and interpretation of promotional schedules
* roles and responsibilities of supporting functions
* legislative and regulatory requirements as they apply in the workplace, including:
* serving and selling liquor
* industry codes of practice
* consumer law
* workplace health and safety procedures for employees and customers.
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| 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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