Principles of preparing and serving wines

UV21130
M/502/8265

Learner name:

Learner number:
By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Date achieved</th>
<th>Learner signature</th>
<th>Assessor initials</th>
<th>IV signature (if sampled)</th>
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Assessor tracking table

All assessors using this Record of Assessment book must complete this table. This is required for verification purposes.

<table>
<thead>
<tr>
<th>Assessor name</th>
<th>Assessor signature</th>
<th>Assessors initials</th>
<th>Assessor number (optional)</th>
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UV21130
Principles of preparing and serving wines

The aim of this unit is to prepare you for the serving of wines. Wines are a very important accompaniment to food and a good way of increasing sales and profits in the hospitality and catering industry.

You will discover how to prepare the equipment and wines needed for service in a safe and hygienic way. You will also understand how the law affects sales of wine and how to increase sales by understanding wine labels.

You will also learn the principles of serving wine in front of the customer and why the correct temperature and use of the correct glasses is important.
Observation(s)
0

External paper(s)
0

Level
2

Credit value
2

GLH
15
## Learning outcomes

On completion of this unit you will:

1. Know how to prepare service areas, equipment and stock for wine service
2. Know how to promote and serve wines to meet relevant legislation and customer needs
3. Know how to present and serve wine to meet relevant legislation and customer needs

## Evidence requirements

1. **Knowledge outcomes**
   There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.

2. **Tutor/Assessor guidance**
   You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

3. **External paper**
   There is no external paper requirement for this unit.
Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*This is not an exhaustive list.
Knowledge

Learning outcome 1

Know how to prepare service areas, equipment and stock for wine service

<table>
<thead>
<tr>
<th>You can:</th>
<th>Portfolio reference</th>
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</thead>
<tbody>
<tr>
<td>a. Describe safe and hygienic working practices when preparing service areas, equipment and stock for wine service</td>
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<tr>
<td>b. Identify equipment and glassware needed for different types of wine</td>
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<tr>
<td>c. Identify suitable temperatures for the storage of different types of wine</td>
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<tr>
<td>d. Describe procedures for preparing service areas, equipment and stock</td>
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<tr>
<td>e. Describe the types of unexpected situations that may happen when preparing service areas</td>
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</table>
## Learning outcome 2

Know how to promote and serve wines to meet relevant legislation and customer needs

<table>
<thead>
<tr>
<th>You can:</th>
<th>Portfolio reference</th>
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</thead>
<tbody>
<tr>
<td>a. State current, relevant legislation relating to the sale of wine</td>
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<tr>
<td>b. State the importance of maximising sales through up-selling and how to do this</td>
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<tr>
<td>c. Describe how to interpret the wine label information</td>
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<tr>
<td>d. Identify which factors to consider when providing advice to customers on choice of wine</td>
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<tr>
<td>e. Outline under which circumstances a customer must not be served with alcohol</td>
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</tbody>
</table>
Learning outcome 3

Know how to present and serve wine to meet relevant legislation and customer needs

<table>
<thead>
<tr>
<th>You can:</th>
<th>Portfolio reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. State relevant licensing weights, measures and trade descriptions legislation</td>
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</tr>
<tr>
<td>b. Identify glassware and handling procedures used in the service of different types of wine</td>
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</tr>
<tr>
<td>c. Identify the recommended temperatures for the storage of different types of wine during service</td>
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<tr>
<td>d. Describe the correct method of service for white, red, rosé and sparkling wines</td>
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</tr>
<tr>
<td>e. Describe the types of unexpected situations that may occur when serving wine</td>
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Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Know how to prepare service areas, equipment and stock for wine service

**Safe and hygienic working practices:** Avoiding cross-contamination, wearing correct personal protective equipment (PPE), working area clean and tidy, following organisational procedures, HACCP policies (hazard analysis and critical control points), current food safety legislation.

**Equipment and glassware:** Waiter's friend, wine coolers for chilled wines, refrigeration for chilled wines, decanters, funnels, flutes for sparkling wines, large bowled glasses for red wines, elongated bowled glasses for white wines, small glasses for dessert wines/port/sherry.

**Storage temperatures:** White and rosé wines below 13°C, sparkling wines up to 14°C, red wines above 13°C.

**Procedures for preparing service areas, equipment and stock:** Check for sufficient stock, check area is clean and tidy, reorder stock appropriately, ensure stock is stored at the appropriate temperature.

**Unexpected situations:** Shortages of equipment or glassware, equipment failure, spillages, stock shortages.

Outcome 2: Know how to promote and serve wines to meet relevant legislation and customer needs

**Current legislation:** Weights and measures, licensing, consumer protection, health and safety, food safety.

**Importance of maximising sales and up-selling:** Explain to customers the benefits of a more expensive item, encourage customers to buy extras to increase sales, help customers with their choices, offer customers a second bottle or a large glass, good customer service skills lead to satisfied customers and increased sales.

**Interpret wine label information:** Country of origin, alcohol content, grape variety, style of wine, vintage, producer.

**Factors to consider when providing advice:** Take into account customers’ wine knowledge, assess how much customers can afford, suggest wines to harmonise with customers’ food, take into account customers’ taste preferences, discuss style/vintage/alcohol content/body of wine.

**Circumstances when a customer must not be served with alcohol:** Under age, under the influence of alcohol, outside permitted hours.
Outcome 3: Know how to present and serve wine to meet relevant legislation and customer needs

**Licensing, weights, measures and trade descriptions legislation:** Current legislation, weights and measures, licensing, consumer protection, trade descriptions.

**Glassware and handling procedures:** Check glassware for cleanliness and chips, bring the correct number of appropriate glasses to the customer, only hold glasses by the stem, flutes for sparkling wines, large bowled glasses for red wines, elongated bowled glasses for white wines, small glasses for dessert wines/port/sherry.

**Storage temperatures:** Light bodied white and rosé wines 8°C, medium bodied or sweet white and rosé wines below 10°C, full bodied white wines below 13°C, sparkling wines up to 14°C, light bodied red wines 13°C, medium bodied red wines below 17°C, full bodied red and fortified wines up to 19°C.

**Method of service:**

**White, red and rosé wines** – present the bottle label to the customer, remove the capsule, wipe the cork, remove the cork, wipe the top, pour a taste to the host, pour to the rest of the party, ladies first and finally top up the host’s glass.

**Sparkling wines** – present the bottle label to the customer, remove the foil, firmly hold the top of the cork and remove the wire cage, twist the cork from the tilted bottle, wipe the top, pour a taste to the host, pour to the rest of the party, ladies first and finally top up the host’s glass.

**Unexpected situations:** Stock shortages, spillages, broken cork, corked wine, broken bottle, flavour of wine not acceptable to customer, unexpected items in the wine (tartrates, pieces of cork, sediment).