

PREPARE AND SERVE WINES

Preparing and serving wine requires knowledge, skill and attention to detail. The quality of wine and the way in which it is served is a vital part of the dining experience for many customers. This unit, which has three elements, covers all aspects of preparing and serving wine.

The first element covers preparing the service area and equipment and checking the wine stock. The second element is about giving customers the information they need and taking their wine orders. The final element covers the serving of the wine, including how to check it, present it, open it and serve it. You will also learn how to deal with any customer complaints that may arise.



Did you know!
The larger the glass, the more air the wine gets, awakening the hidden aromas.
Younger wines call for bigger, bowled glasses.

Useful words

ALCOHOL BY VOLUME (ABV)

ABV is the proportion of the total volume of a wine that is alcohol and is written as a percentage. Wine with 11% ABV has less alcohol than one with 14.5% ABV.

CHAMPAGNE

Champagne is a sparkling wine made exclusively in the Champagne region of France. Wine made anywhere else cannot be called Champagne.

DESSERT WINE

Dessert wine is usually sweet as it is taken from the fermenting vat before all the sugar has converted to alcohol.

MAGNUM

A magnum is a double-sized bottle, equal to two standard bottles of wine.

NEW WORLD WINES

The label New World refers to wines produced outside of the traditional European wine-making regions. New World wines are mainly from Australasia, South America and the US.

RED WINE

Red wines are made from varieties of black grapes. The grape skins remain in the juice during fermentation.

ROSÉ

Rosé wine is made from black grapes but the skins are removed when the wine has reached the correct pink colour.

SPARKLING WINE

Sparkling wine is produced like ordinary wine but goes through a second fermentation process in sealed tanks. This leaves the carbon dioxide trapped in the wine, creating its bubbles.

VINTAGE WINE

A vintage wine has been made from the grapes of a single harvest in a particular year when the growing conditions were considered perfect.

WAITER'S FRIEND

A corkscrew that folds, similar to a pocket knife. Some waiter's friends include a bottle opener, and most have a small blade for removing the foil from the neck of the wine bottle.

WHITE WINE

White wines are made from either black or white grapes. During fermentation, the black grape skins are removed so there is no colour transfer.



PREPARE SERVICE AREAS, EQUIPMENT AND STOCK FOR WINE SERVICE

Observed evidence

This space is to record your evidence for this unit. This will show you are competent in 'What you must do' and 'What you must cover' for the unit. Evidence may come from being directly observed by your assessor. Other types of evidence should be recorded in section 6 of the table below.

No.	Date	Assessor initials	Summary of evidence, or portfolio reference
1			
		I	
2			
3			
4			
5			
3			
C	1 .	•	1

Supplementary evidence

This space is to record any other type of evidence that may be used to complete the unit. For example, witness testimony or additional questioning by your assessor.

6		

What you must do

You will be observed over a period of time until your assessor is satisfied that you have consistently demonstrated your competency. Your assessor should tick the circle below that corresponds to the evidence in the table on page 4.

Circled numbers **must** be observed

1 2 3 4 5 6

1 Make sure there are sufficient stocks of service linen, table items, service equipment and wine lists

2 Make sure service linen, table items, service equipment and wine lists are clean and ready for use

3 Make sure there is sufficient wine stock

Make sure the wine stock is free from damage, available for service and stored at the recommended serving temperature



Did you know?
Archaeological evidence traces the earliest wine production back to approximately 6000BC within the regions that are now Georgia and Iran.

'Always show the bottle to the person who ordered the wine before opening it and let them try it before pouring for other people.' Will Beckett, Director, Underdog Consultancy

What you must cover

You need to demonstrate that you can present and serve the wines listed using the following equipment. Some must be observed, as indicated below. The others must also be covered, either by observation or by other means of assessment, which may include questioning or witness testimony. Your assessor should tick the circle below that corresponds to the evidence on page 4.

2 3 4 5 6

Service equipment

At least **four** of these must be observed at least once. **All** must be covered.

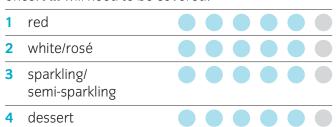
1 glassware
2 trays
3 service cloths/linen
4 corkscrews/
bottle opener
5 ice buckets/stands

chillers/coolers

Wine

wine racks

At least **two** of these must be observed at least once. **All** will need to be covered.



UNIT 614 ELEMENT 2

DETERMINE CUSTOMER REQUIREMENTS FOR WINE

Observed evidence

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No.	Date	Assessor initials	Summary of evidence, or portfolio reference
1			
2			
3			
4			
5			
3			

Supplementary evidence

This space is to record any other type of evidence that may be used to complete the unit. For example, witness testimony or additional questioning by your assessor.

6		

What you must do

You will be observed over a period of time until your assessor is satisfied that you have consistently demonstrated your competency. Your assessor should tick the circle below that corresponds to the evidence in the table on page 6.

Circled numbers **must** be observed

1 2 3 4 5

- 1 Present the wine list to the customer when they are considering their order
- 2 Establish an effective rapport with the customer and maintain it throughout the service
- 3 Take opportunities to maximise sales through up-selling
- 4 Give accurate wine list information to meet the requirements of the customer
- 5 Refer customer queries outside your own area of responsibility to the proper person
- 6 Take customer orders according to your organisation's procedures

What you must cover

You need to demonstrate that you know all the types of wine listed and can advise customers on the following needs. Some must be observed, as indicated. The others must also be covered, either by observation or by other means of assessment, which may include questioning or witness testimony. Your assessor should tick the circle below that corresponds to the evidence in the table on page 6.

2 3 4 5

Wine list information

At least **three** of these must be observed at least once. **All** must be covered.

name and type of wine
price
style characteristics
country of origin

Customer needs

to menu items

Evidence for the remaining points may be assessed through questioning or witness testimony.

1 customer taste and style
2 price
3 occasion
4 matching wine

Did you know?

Biodynamic

wines are made

from grapes

grown according

to lunar and

cosmic rhythms,

a holistic approach

based upon a series

of lectures delivered

by philosopher Rudolf

steiner in 1924.



PRESENT AND SERVE WINE

Observed evidence

This space is to record your evidence for this unit. This will show you are competent in 'What you must do' and 'What you must cover' for the unit. Evidence may come from being directly observed by your assessor. Other types of evidence should be recorded in section 6 of the table below.

No.	Date	Assessor initials	Summary of evidence, or portfolio reference
1			
2			
3			
4			
5			

Supplementary evidence

This space is to record any other type of evidence that may be used to complete the unit. For example, witness testimony or additional questioning by your assessor.

6		

What you must do

You will be observed over a period of time until your assessor is satisfied that you have consistently demonstrated your competency. Your assessor should tick the circle below that corresponds to the evidence in the table on page 8.

Circled numbers must be observed

- Handle the wine and present it to the customer in a style and manner appropriate to the style of service
- Open the wine using the appropriate equipment
- Serve the wine at the recommended temperature using the correct service equipment
- 4) Check the wine prior to service
- **5** Deal with routine customer complaints
- 6 Refill customers' wine glasses in line with their requirements and established procedures

cork comes

from Portugal.

Natural cork

is still used in

of wine bottles.

around 80%



What you must cover

You need to demonstrate that you can prepare and serve wine using the methods and equipment listed. Some must be observed, as indicated below. The others must also be covered, either by observation or by other means of assessment, which may include questioning or witness testimony. Your assessor should tick the circle below that corresponds to the evidence in the table on page 8.

5

Service equipment

At least four of these must be observed at least once. All must be covered.

- glassware
- service cloths/linen
- corkscrews/ bottle openers
- ice buckets/stands
- chillers/coolers
- wine racks

Wine

2

trays

At least two of these must be observed at least once. All must be covered.

- red 2 white/rosé
- 3 sparkling/ semi-sparkling
- dessert

Style of service

Both must be observed at least once.

by the glass by the bottle

UNIT 614

PREPARE AND SERVE WINES

What you must know

Evidence for this section can be collected in a variety of ways. Your assessor will discuss with you how to collect and record this information. You may use the table below to record how each statement was covered.

You need to understand:

Test Other

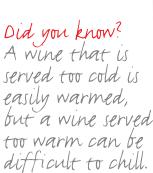
Element 1 Prepare service areas, equipment and stock for wine service

- K1 safe and hygienic practices when preparing service areas, equipment and stock for wine service
- **K2** what equipment is necessary for different types of wine
- what temperatures different types of wine should be stored and maintained at before service
- K4 what organisational procedures relate to preparing service areas, equipment and stock
- K5 the types of unexpected situations that may happen when preparing service areas and how to deal with these.



Element 2 Determine customer requirements for wines

- K6 current relevant legislation relating to trade description and licensing legislation when serving wine
- K7 how to deal with and report customer incidents
- K8 the importance of maximising sales though up-selling and how to do this





		Test	Other
К9	how to interpret the wine label information		
K10	the basic characteristics of the wines available within the establishment		
K11	how to describe the wine characteristics to the customer		
K12	what factors to consider when providing advice to customers on choice of wines: which wines complement different types of food on the menu, customers' expressed taste, the occasion and organisations' requirements for sales		
K13	what techniques to use to promote wines to customers		
K14	what legal measures can be used to serve wine and which ones are most appropriate to your organisation		
K15	under what circumstances must customers not be served with alcohol		
K16	what symptoms indicate that a customer has drunk excessive amounts and what are your legal responsibilities in relation to this		
K17	how to refuse to serve customers displaying inappropriate behaviour.		

		Test	Other
	ent 3 ent and serve wine		
I	safe and hygienic working practices, relevant licensing weights and trades description legislation		
	what the various safety procedures involved in opening a bottle of champagne or sparkling wine are		
	what the correct procedures for handling glassware are and which glassware is appropriate for use in the service of different types of wine		
	what the recommended temperatures are for maintaining different types of wine during service		
	what the correct method of service (etiquette) is for white wine, red wine, sparkling wine		
	how many measures of wine are obtainable from standard bottles of wine		
	the types of unexpected situations that may happen when serving wine and how to deal with these.		
100%	be completed by your assessor to continuous knowledge has been covered. Evide vailable for IV/EV sampling.		
Date	3		

'When it comes to serving steak, you should go for a red wine with more tannins – it works with the richness of the steak.'

Laure Patry, Sommelier,
Maze Grill

Assessor signature



Notes and feedback

You or your assessor may use this space for any notes or additional comments about your work.

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a. Evidence must

UNIT 614

PREPARE AND SERVE WINES

Unit sign-off

The evidence for this unit has been reviewed, the evidence is valid, sufficient and an authentic record of the learner's current competence under the conditions and context in relation to these standards.

I confirm that the evidence provided is a result of my own work.

Signature of candidate	Date
Signature of carialacte	Date

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

competence by satisfying all of the criteria for this unit.				
Signature of assessor	Date			
Countersignature of assessor	Date			
Signature of IV (if sampled)	Date			
Countersignature of IV	Date			
Signature of EV (if sampled)	Date			



HINTS AND TIPS WINE SERVICE

When opening wine at a table for a customer it is always important that you present the bottle correctly. Carefully remove the outer foil at the neck of the bottle. Remove the cork and wipe the bottle neck with a clean cloth before pouring.