



UNIT 614

PREPARE AND SERVE WINES

There's a lot more to serving wine than simply taking the cork out of the bottle and filling up the glass. This unit will help guide you through what you need to know and do to keep wine connoisseurs and casual drinkers alike satisfied. Among other things, you'll cover how to handle and present wine appropriately, how to serve it at the correct temperature, and when to refill your customers' glasses.

UNIT 614

**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,
bowed 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.

KNOW YOUR... WINE SERVING EQUIPMENT



Pourer



Cooler



Glass



Stopper



Thermometer

UNIT 614 ELEMENT 1

**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			
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			
---	--	--	--

UNIT 614 ELEMENT 2

DETERMINE CUSTOMER REQUIREMENTS FOR 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 6.

Circled numbers

must be observed

1 2 3 4 5 6

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

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.

1 2 3 4 5 6

Wine list information

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

- | | | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | name and type of wine | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2 | price | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 | style characteristics | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4 | country of origin | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Customer needs

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

- | | | | | | | | |
|---|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | customer taste and style | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2 | price | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 | occasion | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4 | matching wine to menu items | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

*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.*



UNIT 614 ELEMENT 3

**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			
---	--	--	--

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	●	●
K3	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	●	●



*Did you know?
A wine that is served too cold is easily warmed, but a wine served too warm can be difficult to chill.*

		Test	Other
K9	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

Element 3**Present and serve wine**

- | | | |
|--|--------------------------|--------------------------|
| K18 safe and hygienic working practices, relevant licensing weights and trades description legislation | <input type="checkbox"/> | <input type="checkbox"/> |
| K19 what the various safety procedures involved in opening a bottle of champagne or sparkling wine are | <input type="checkbox"/> | <input type="checkbox"/> |
| K20 what the correct procedures for handling glassware are and which glassware is appropriate for use in the service of different types of wine | <input type="checkbox"/> | <input type="checkbox"/> |
| K21 what the recommended temperatures are for maintaining different types of wine during service | <input type="checkbox"/> | <input type="checkbox"/> |
| K22 what the correct method of service (etiquette) is for white wine, red wine, sparkling wine | <input type="checkbox"/> | <input type="checkbox"/> |
| K23 how many measures of wine are obtainable from standard bottles of wine | <input type="checkbox"/> | <input type="checkbox"/> |
| K24 the types of unexpected situations that may happen when serving wine and how to deal with these. | <input type="checkbox"/> | <input type="checkbox"/> |

Must be completed by your assessor to confirm that 100% knowledge has been covered. Evidence must be available for IV/EV sampling.

Date

Assessor signature

Notes and feedback

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

'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*



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

I confirm that the candidate has demonstrated 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.