

Prepare and serve wine

Overview

This standard is about how you prepare for the service of wine in your workplace, including organising the equipment and stock necessary. It also covers how you interact with your customer to determine their requirements and finally how you present and serve the wine.

This standard focuses on the technical knowledge and skills required to prepare and serve wine; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:

- Maintain basic food safety in catering
- Maintain food safety in a hospitality environment
- Provide basic advice on allergens to customers
- Minimise the risk of allergens to customers

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

- Prepare and serve wine

Prepare and serve wine

Performance criteria

You must be able to:

Prepare service areas, equipment and stock for wine service

1. Ensure that you have sufficient stock of clean, undamaged service linen, equipment and wine lists ready for use
2. Ensure that you have sufficient supply of wine bottles clean, undamaged, and stored at the appropriate temperature ready for use

Determine customer requirements for wine

3. Greet your customers and provide with the correct wine list to choose from
4. Provide your customers with accurate information which enhances their experience, answering questions and promoting your company's products and services
5. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
6. Record your customers' order accurately

Present and serve wine

7. Present the clean, undamaged wine to the customer at the correct temperature and according to your workplace service style
8. Open the wine using the appropriate method and equipment
9. Offer the customer the opportunity to taste the wine, then serve the wine to your customers
10. Refill customers' wine glasses as required in a professional yet unobtrusive manner

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Knowledge and understanding

You need to know and understand:

Prepare service areas, equipment and stock for wine service

1. Safe and hygienic working practices when preparing service areas, equipment and stock for wine service
2. What service equipment is required for different types of wine
3. What glassware is required for different types of wine
4. What temperature different types of wine should be stored and maintained at before service
5. The types of unexpected situations that may occur when preparing service areas, equipment and stock for wine service and how to deal with these

Determine customer requirements for wine

6. Current, relevant legislation relating to licensing and trades description when selling wine
7. The basic characteristics of the wines on the wine list in your workplace, including grape varieties and styles
8. What factors to consider when providing advice to customers on choice of wine; food matching, meeting the customers' expressed requirements, maximising sales for your workplace

Present and serve wine

9. Safe and hygienic practices when presenting and serving wine
10. Current, relevant legislation relating to licensing and trades description when serving wine
11. The appropriate glassware to use when serving wine
12. The recommended temperatures required to maintain wine at its optimum quality
13. The correct method of service for different types of wines
14. What the indicators are in wine if unsuitable for drinking
15. The types of unexpected situations that may occur when serving wine and how to deal with these

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**Scope/range related
to performance
criteria**

1 Service equipment

- 1.1 glassware
- 1.2 trays
- 1.3 service cloths / linen
- 1.4 corkscrew / bottle opener
- 1.5 ice bucket / stands
- 1.6 chillers / coolers

2 Wine types

- 2.1 red
- 2.2 white
- 2.3 sparkling
- 2.4 fortified

3 Information

- 3.1 name and type of wine
- 3.2 price
- 3.3 characteristics
- 3.4 country of origin
- 3.5 abv%

4 Customer requirements

- 4.1 occasion
- 4.2 food matching
- 4.3 price
- 4.4 customer taste and style

5 Style of service

- 5.1 by the glass
- 5.2 by the bottle
- 5.3 by the carafe / decanter

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