

**Unit DR92 04 (2DS4)      Prepare and serve wines**

This Unit has the following elements:

<b>Element 1 (2DS4.1)</b>	<b>Prepare service areas, equipment and stock for wine service</b>
<b>Element 2 (2DS4.2)</b>	<b>Determine customer requirements for wine</b>
<b>Element 3 (2DS4.3)</b>	<b>Present and serve wine</b>

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Unit DR92 04 (2DS4)**

## **Prepare and serve wines**

### **Unit Summary**

This Unit is about preparing for wine service by checking equipment such as trays, corkscrews and ice buckets. It also covers the promotion of wines and taking orders. Finally it covers presenting wine to the customer and serving it at the correct temperature.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ making sure that sufficient stocks of wine are stored at the right temperature and are ready for service
- ◆ greeting customers, offering them the wine list and providing any information they may require
- ◆ taking customer orders and then serving wine
- ◆ replenishing customers' glasses as required
- ◆ keeping service areas clean

**Unit DR92 04 (2DS4)**

**Prepare and serve wines**

**Element 1 (2DS4.1)**

**Prepare service areas, equipment and stock for wine service**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
①	Make sure there are sufficient stocks of service linen, table items, <b>service equipment</b> and wine lists	
②	Make sure service linen, table items, <b>service equipment</b> and wine lists are clean and ready for use	
③	Make sure there is sufficient <b>wine</b> stock	
④	Make sure the <b>wine</b> stock is free from damage, available for service and stored at the recommended serving temperature	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Service equipment, at least four required from the following:</i></b>						
glassware						
trays						
service cloths/linen						
corkscrews/bottle opener						
ice buckets/stands						
chillers/coolers						
wine racks						
<b><i>Wine, at least two required from the following:</i></b>						
red						
white/rosé						
sparkling/semi-sparkling						
dessert						

**Unit DR92 04 (2DS4)****Prepare and serve wines****Element 1 (2DS4.1)****Prepare service areas, equipment and stock for wine service**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR92 04 (2DS4)**

**Prepare and serve wines**

**Element 2 (2DS4.2)**

**Determine customer requirements for wine**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
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 <b>wine list information</b> 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	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Wine list information, at least three required from the following:</i></b>						
name and type of wine						
price						
style characteristics						
country of origin						
<b><i>Customer needs, at least none required from the following:</i></b>						
customer taste and style						
price						
occasion						
matching wine to menu items						

**Unit DR92 04 (2DS4)****Prepare and serve wines****Element 2 (2DS4.2)****Determine customer requirements for wine**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR92 04 (2DS4)**

**Prepare and serve wines**

**Element 3 (2DS4.3)**

**Present and serve wine**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Handle the <b>wine</b> and present it to the customer in a style and manner appropriate to the <b>style of service</b>	
②	Open the <b>wine</b> using the appropriate equipment	
③	Serve the <b>wine</b> at the recommended temperature using the correct <b>service equipment</b>	
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	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Service equipment, at least four required from the following:</i></b>						
glassware						
trays						
service cloths/linen						
corkscrews/bottle openers						
ice buckets/stands						
chillers/coolers						
wine racks						
<b><i>Wine, at least two required from the following:</i></b>						
red						
white/rosé						
sparkling/semi-sparkling						
dessert						
<b><i>Style of service, at least two required from the following:</i></b>						
by the glass						
by the bottle						

**Unit DR92 04 (2DS4)****Prepare and serve wines****Element 3 (2DS4.3)****Present and serve wine**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		



<b>What you must know for the Unit</b>	
<b>Element 1 (2DS4.1) Prepare service areas, equipment and stock for wine service</b>	
K1	Safe and hygienic working 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
<b>Element 2 (2DS4.2) Determine customer requirements for wine</b>	
K6	Current relevant legislation relating to trades description and licensing legislation when serving wine
K7	How to deal with and report customer incidents
K8	The importance of maximising sales through up-selling and how to do this
K9	How to interpret the wine label information
K10	The basic characteristics of the wines available within the establishment
K11	How to describe wine characteristics to the customer
K12	What factors to consider when providing advice to customers on choice of wine: <ul style="list-style-type: none"> <li>◆ which wines complement different types of food on the menu</li> <li>◆ customers' expressed taste</li> <li>◆ the occasion and organisation's requirements for sales</li> </ul>
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
<b>Element 3 (2DS4.3) Present and serve wine</b>	
K18	Safe and hygienic working practices, relevant licensing weights and trades description legislation
K19	What the various safety procedures involved in opening a bottle of champagne or sparkling wine are
K20	What the correct procedures for handling glassware are and which glassware is appropriate for use in the service of different types of wine
K21	What the recommended temperatures for maintaining different types of wine during service are
K22	What the correct method of service (etiquette) is for white wine, red wine, sparkling wine
K23	How many measures of wine are obtainable from standard bottles of wine
K24	The types of unexpected situations that may happen when serving wine and how to deal with these

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback