

**Unit D9E3 04 (HS13)**

**Maintain cellar and drink storage operations**

This Unit has the following elements:

**Element 1 (HS13.1)**

**Monitor and maintain procedures in the cellar**

**Element 2 (HS13.2)**

**Identify and deal with problems in the cellar area**

**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 D9E3 04 (HS13)

## Maintain cellar and drink storage operations

### Unit Summary

Customers expect the drinks they are served — beers, wines, spirits and soft drinks — to be in the best possible condition. The reputation of the business depends on satisfied customers.

Maintaining the condition of these drinks in storage is a complex task that requires in-depth knowledge of the products themselves and the correct procedures and environment for storing them. You will also need to be able to identify problems with the storage of drinks and their condition, and to be able to deal with these problems promptly and correctly.

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

- ◆ inspecting cellar and drink storage areas to make sure procedures are being followed
- ◆ developing and implementing new procedures for cellars and drink storage areas
- ◆ dealing with problems in drink storage areas

What some of the words in this Unit mean	
<b>Breaches of legislation</b>	when the law is broken
<b>Contingency plans</b>	plans that enable you to identify, and plan for things that may go wrong
<b>Industry codes of practice</b>	guidelines drawn up by the drinks industry which show how businesses should follow the law and deliver high standards to the customer
<b>Limits of individual authority</b>	what you can and cannot do according to law and your organisation's policies and procedures
<b>Legislation</b>	all areas of law and regulations that are relevant to cellar and drinks storage operations

**Unit D9E3 04 (HS13)**

**Maintain cellar and drink storage operations**

**Element 1 (HS13.1)**

**Monitor and maintain procedures in the cellar**

<b>What you must do</b>		<b>Assessor initials/date</b>
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your staff follow agreed cellar and drink storage <b>procedures</b> to maintain the quality of <b>drink products</b>	
2	Encourage your staff to look for and report problems when they occur	
3	Implement new <b>procedures</b> and inform the relevant staff about the purpose and details of the <b>procedures</b>	
4	Suggest ways of improving the efficiency of <b>procedures</b> to the relevant person in your organisation	
5	Make sure all activities in the cellar area comply with relevant legislation and organisational policy	

<b>What you must cover (minimum requirement for observation/products of work 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 projects, questioning, work-based assignments, and expert witness testimony						
<i>Making sure your staff maintain the quality of the following <b>drink products</b>, at least <b>three</b> required from the following:</i>						
keg products						
cask conditioned beers						
bottled and pre-packed goods						
wines						
spirits						
post and pre-mix products						
<i>Monitoring and maintaining the following <b>procedures</b>, at least <b>seven</b> required from the following:</i>						
receipt and return of goods						
supervision of delivery						
storing and handling of products						
stock rotation						
storing and handling of mixed gas and CO <sub>2</sub> cylinders						
maintenance of bulk mixed gas and CO <sub>2</sub> equipment						
preparation of cask beer						
product failure						
end of session/sale procedures						
maintenance and cleaning of dispense equipment						
storage and cleaning						
security						
staff safety						
temperature/ventilation control						

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**Element 1 (HS13.1)**

**Monitor and maintain procedures in the cellar**

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

**Unit D9E3 04 (HS13)**

**Maintain cellar and drink storage operations**

**Element 2 (HS13.2)**

**Identify and deal with problems in the cellar area**

<b>What you must do</b>		<b>Assessor initials/date</b>
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Identify any failure to follow procedures in cellar and drink storage operations promptly	
2	Investigate these failures to follow procedures and take effective action to deal with them	
3	Record the details of these failures to follow procedures and the corrective action you have taken in a suitable format and make them available to the <b>relevant people</b>	
4	Investigate <b>operational problems</b> and recommend what action should be taken	
5	Implement your contingency plans to minimise any risks resulting from <b>operational problems</b>	

<b>What you must cover (minimum requirement for observation/products of work 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 projects, questioning, work-based assignments, and expert witness testimony						
<i>Making your records available to the following <b>relevant people</b>, both required from the following:</i>						
immediate line manager						
other staff						
<i>Dealing with the following <b>operational problems</b>, at least <b>one</b> required from the following:</i>						
equipment failure						
power failure						
product failure						
human errors						

**Unit D9E3 04 (HS13)****Maintain cellar and drink storage operations****Element 2 (HS13.2)****Identify and deal with problems in the cellar area**

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

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	Your responsibilities for maintaining the cellar operation
K2	What organisational procedures relate to the cellar and drink storage operation
K3	Why procedures need to be followed for running cellar and drink storage operations
K4	What health, safety and hygiene legislation affects the cellar and drink storage operation
K5	How breaches of legislation can be identified and corrected
<b>Element 1 (HS13.1) Monitor and maintain procedures in the cellar</b>	
K6	How cellar and drink storage operations can be monitored
K7	How new procedures can be identified and put into practice
K8	How feedback from staff can be collected and used to develop procedures further
<b>Element 2 (HS13.2) Identify and deal with problems in the cellar area</b>	
K9	How staff can be encouraged to report problems that might occur
K10	The types of problems that may occur and how you can put these right
K11	What the limits of your authority are in relation to dealing with drink storage problems
K12	How procedures for drink storage and care can maximise profits for the organisation and maintain customer satisfaction
K13	What industry codes of practice and specific legislation affect the cellar and drink storage operation
K14	What authority you have when there are failures to implement the correct procedures and industry codes of practice
K15	How to identify, record and report failures to implement the correct procedures and industry codes of practice
K16	What the appropriate courses of action are in response to failures to implement correct procedures
K17	How disruption to service can be minimised in response to problems that arise
K18	How contingency plans can be used to reduce the effects of problems that arise

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



Knowledge evidence retained

Assessor Feedback

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