

**Unit D9D0 04 (HS15)**

**Maintain the wine cellar and dispense counter**

This Unit has the following elements:

**Element 1 (HS15.1)**

**Maintain the wine cellar**

**Element 2 (HS15.2)**

**Maintain the dispense counter**

**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 D9D0 04 (HS15)

## Maintain the wine cellar and dispense counter

### Unit Summary

For many customers wine is an important part of the leisure experience. Their appreciation of good food, good company and overall enjoyment of their time with you can be strongly influenced by the quality of the wine they are served.

Maintaining wine in the best possible condition is a complex task that requires careful environmental control, a good working knowledge of the products and maintaining the best possible conditions for storing and dispensing.

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

- ◆ inspecting the wine cellar and drink dispense counter
- ◆ making sure wine and other stock is stored under the correct conditions
- ◆ maintaining stock rotation systems
- ◆ maintaining cellar security systems
- ◆ dealing with problems
- ◆ record keeping

What some of the words in this Unit mean	
<b>Deterioration</b>	when wine is no longer in a condition to be served to the customer
<b>Environmental conditions</b>	the temperature, lighting and humidity under which wines should be stored
<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>Legal requirements</b>	all aspects of law and regulations that affect the storage of wine; these would include: laws and regulations covering hygiene and health and safety
<b>Stock rotation</b>	a system that ensures that wine is withdrawn from storage when it is in peak condition
<b>Unforeseen situations and problems</b>	availability and quality of ingredients, equipment or power failure, staff problems, customer problems

## Unit D9D0 04 (HS15)

## Maintain the wine cellar and dispense counter

### Element 1 (HS15.1)

### Maintain the wine cellar

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Carry out regular inspections to make sure your staff are following agreed cellar <b>procedures</b>	
2	Store <b>wine</b> in the cellar under the correct environmental conditions	
3	Make sure you and your staff handle <b>wine</b> in a way that minimises damage to the bottle and its contents	
4	Deal with damage, deterioration and losses of <b>wine</b> stock correctly	
5	Deal effectively with <b>unforeseen situations and problems</b>	
6	Make sure that your staff follow relevant legal requirements	
7	Record information as required and make it available to the appropriate people	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i> )	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Making sure that <b>procedures</b> are followed, <b>all</b> required from the following:</i>						
receipt and return of goods						
maintenance and cleaning						
stock rotation						
security						
<i>Supervising the storage, handling and security of the following <b>wines</b>, at least <b>four</b> required from the following:</i>						
light white wines						
light red wines						
light rosé wines						
sparkling wines						
liqueur wines						
reduced and alcohol free products						
<i>Dealing effectively with the following <b>unforeseen situations and problems</b>, at least <b>one</b> required from the following:</i>						
equipment failure						
availability/quality of ingredients						
staff problems						
customer problems						

**Unit D9D0 04 (HS15)****Maintain the wine cellar and dispense counter****Element 1 (HS15.1)****Maintain the wine cellar**

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

**Unit D9D0 04 (HS15)**

**Maintain the wine cellar and dispense counter**

**Element 2 (HS15.2)**

**Maintain the dispense counter**

<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	Carry out regular inspections to ensure that your staff follow established dispense counter procedures	
2	Check dispense areas and refrigerated cabinets to ensure sufficient amounts of <b>stock</b> and <b>drink accompaniments</b> are available	
3	Store <b>stock</b> in the dispense counter at the correct temperatures	
4	Make sure <b>stock</b> levels are maintained	
5	Make sure you and your staff store and handle <b>stock</b> in a way that minimises damage to the bottle and contents	
6	Make sure <b>drink service equipment</b> is clean, free from damage and is stored in the correct place	
7	Deal with <b>unforeseen situations and problems</b>	
8	Make sure that your staff follow relevant legal requirements	
9	Record information as required and make it available to the appropriate people	

<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>Maintaining the following types of <b>stock</b>, at least <b>six</b> required from the following:</i>						
light white wines						
light red wines						
light rosé wines						
sparkling wines						
liqueur wines						
reduced and alcohol free products						
bottled beers						
keg beers						
spirits						
liqueurs						
soft drinks						
<i>Maintaining the following types of <b>drink accompaniments</b>, at least <b>three</b> required from the following:</i>						
ice and water						
food garnishes for drinks						
cordials/minerals						
cocktail creams and syrups						

**Unit D9D0 04 (HS15)**

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**Element 2 (HS15.2)**

**Maintain the dispense counter**

<b>What you must cover (minimum requirement for observation/products of work in italic and bold)</b>  Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	1	2	3	4	5	6
<i>Maintaining the following types of <b>drink service equipment</b>, at least <b>five</b> required from the following:</i>						
glassware						
service equipment						
service cloths/linen						
decanting equipment						
opening equipment						
cocktail equipment						
measuring equipment						
trolleys						
sundry equipment						
<i>Dealing with the following types of <b>unforeseen situation and problem</b>, at least <b>one</b> required from the following:</i>						
equipment failure						
power failure						

**Unit D9D0 04 (HS15)****Maintain the wine cellar and dispense counter****Element 2 (HS15.2)****Maintain the dispense counter**

<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>For the whole Unit</b>	
K1	The types of wine for which you are responsible and the particular requirements for storing and caring for these
K2	The impact that the care of wine stocks can have on the profitability of the organisation
K3	What health, safety and hygiene legal requirements relate to wine cellar operation
K4	How legal requirements and industry codes of practice relating to the wine cellar can be monitored and maintained
<b>Element 1 (HS15.1) Maintain the wine cellar</b>	
K5	What procedures are in place to ensure the correct storage of wine stock
K6	Why wine stocks need specific methods of care
K7	What specific industry codes of practice affect the storage of wine stocks
<b>Element 2 (HS15.2) Maintain the dispense counter</b>	
K8	What aspects of the wine stocks you should monitor
K9	How to identify damaged or sub-standard wine stock
K10	What action you should take if you discover faulty wine stock
K11	How to maintain correct environmental conditions in the wine cellar
K12	How to store wine bottles correctly in order to minimise damage to labels and bottles
K13	How to monitor and maintain stock rotation systems
K14	Why security needs to be maintained within the wine cellar
K15	How to respond to faults with wines identified by customers
K16	What information regarding wine stocks needs to be recorded and where



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

Knowledge evidence retained

Assessor Feedback

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

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