

Unit PPL2FBS5 (HL26 04) Prepare and Serve Wines

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit 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. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence forall Performance Criteria (PC). The assessor **must** assess PCs 1–10 by directly observing the candidate’s work. |
| **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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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | |
| **What you must do** | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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| **Scope/Range** | | | | |
| **What you must cover:** | | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | | |
| **four** from:  a glassware  b trays  c service cloths or linen  d corkscrews or bottle openers  e ice buckets or stands  f chillers or coolers | **two** from:  g red wine  h white wine  i sparkling wine  j fortified wine | **three** from:  k information on name and type of wine  l information on price  m information on characteristics  n information on country of origin  o information on alcohol by volume (ABV) | **two** from:  p customer requirements for occasions  q customer requirements for food matching  r customer requirements for price  s customer requirements for taste and style | **two** from:  t service by the glass  u service by the bottle  v service by carafe or decanter |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | | | | |

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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** | **q** | **r** | **s** | **t** | **u** | **v** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| **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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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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