



UNIT 214 (2BS4)

PREPARE AND SERVE WINES

There's a lot more to serving wine than simply taking the cork out of the bottle and filling up the glass. This unit will help guide you through what you need to know and do to keep wine connoisseurs and casual drinkers alike satisfied. Among other things, you'll cover how to handle and present wine appropriately, how to serve it at the correct temperature, and when to refill your customers' glasses.

UNIT 214 (LEVEL 2 UNIT, 5 CREDITS)**PREPARE AND SERVE WINES**

Preparing and serving wine requires knowledge, skill and attention to detail. The quality of wine and the way in which it is served is a vital part of the dining experience for many customers.

This unit has six learning outcomes:

1. Be able to prepare service areas, equipment and stock for wine service
2. Understand how to prepare service areas, equipment and stock for wine service
3. Be able to determine customer requirements for wine
4. Understand how to determine customer requirements for wine
5. Be able to present and serve wine
6. Understand how to present and serve wine.



*Did you know?
The larger the glass, the more air the wine gets, awakening the hidden aromas. Younger wines call for bigger, bowled glasses.*

Useful words

ALCOHOL BY VOLUME (ABV)

ABV is the proportion of the total volume of a wine that is alcohol and is written as a percentage. Wine with 11% ABV has less alcohol than one with 14.5% ABV.

CHAMPAGNE

Champagne is a sparkling wine made exclusively in the Champagne region of France. Wine made anywhere else cannot be called Champagne.

DESSERT WINE

Dessert wine is usually sweet as it is taken from the fermenting vat before all the sugar has converted to alcohol.

MAGNUM

A magnum is a double-sized bottle, equal to two standard bottles of wine.

NEW WORLD WINES

The label New World refers to wines produced outside of the traditional European wine-making regions. New World wines are mainly from Australasia, South America and the US.

RED WINE

Red wines are made from varieties of black grapes. The grape skins remain in the juice during fermentation.

ROSÉ

Rosé wine is made from black grapes but the skins are removed when the wine has reached the correct pink colour.

SPARKLING WINE

Sparkling wine is produced like ordinary wine but goes through a second fermentation process in sealed tanks. This leaves the carbon dioxide trapped in the wine, creating its bubbles.

VINTAGE WINE

A vintage wine has been made from the grapes of a single harvest in a particular year when the growing conditions were considered perfect.

WAITER'S FRIEND

A corkscrew that folds, similar to a pocket knife. Some waiter's friends include a bottle opener, and most have a small blade for removing the foil from the neck of the wine bottle.

WHITE WINE

White wines are made from either black or white grapes. During fermentation, the black grape skins are removed so there is no colour transfer.

KNOW YOUR... WINE SERVING EQUIPMENT



Pourer



Cooler



Glass



Stopper



Thermometer

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SERVE WINES**

Evidence

This space is to record your evidence for this unit. The criteria that you should be able to record are within the learning outcomes.

No	Method	Summary of evidence, or portfolio reference	Assessor initials
1			
2			
3			
4			

Photocopy if required

*Assessment method key: **O** Observation; **PD** Professional discussion; **Q** Questioning; **WP** Work product; **WT** Witness testimony; **Oth** Other

What you must do

(OUTCOME 1)

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers

must be observed

	1	2	3	4
1 Make sure there are sufficient stocks of service linen, table items, service equipment and wine lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 Make sure service linen, table items, service equipment and wine lists are clean and ready for use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 Make sure there is sufficient wine stock	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 Make sure the wine stock is free from damage, available for service and stored at the recommended serving temperature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Did you know?

Archaeological evidence traces the earliest wine production back to approximately 6000BC within the regions that are now Georgia and Iran.



Did you know?

A wine that is served too cold is easily warmed, but a wine served too warm can be difficult to chill.

What you must cover

(OUTCOME 1)

You must show that you have covered **ALL** of the following:

	1	2	3	4
Service equipment All must be covered. At least four of these must be observed by your assessor.				
1 glassware	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 trays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 service cloths/linen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 corkscrews/bottle opener	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 ice buckets/stands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 chillers/coolers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wine All must be covered. At least two of these must be observed by your assessor.				
1 red	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 white/rosé	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 sparkling/semi-sparkling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 dessert	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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PREPARE AND SERVE WINES**What you must do****(OUTCOME 3)**

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers
must be observed

	1	2	3	4
5 Present the wine list to the customer when they are considering their order	●	●	●	●
6 Establish an effective rapport with the customer and maintain it throughout the service	●	●	●	●
7 Take the opportunity to maximise sales through up-selling in line with current best practice and/or legislation	●	●	●	●
8 Give accurate wine list information to meet the requirements of the customer	●	●	●	●
9 Refer customer queries outside own area of responsibility to the proper person	●	●	●	●
10 Take customer orders according to organisations' procedures.	●	●	●	●

What you must cover**(OUTCOME 3)**

You must show that you have covered **ALL** of the following:

1 2 3 4

Wine list information

All must be covered. At least **three** of these must be observed by your assessor.

1 name and type of wine	●	●	●	●
2 price	●	●	●	●
3 style characteristics	●	●	●	●
4 country of origin	●	●	●	●

Customer needs

All must be covered. At least **one** of these must be observed by your assessor.

1 customer taste and style	●	●	●	●
2 price	●	●	●	●
3 occasion	●	●	●	●
4 matching wine to menu items	●	●	●	●

Did you know?

More than half of the world's cork comes from Portugal. Natural cork is still used in around 80% of wine bottles.



What you must do

(OUTCOME 5)

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers
must be observed

	1	2	3	4
11 Handle the wine and present it to the customer in a style and manner appropriate to the style of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 Open the wine using the appropriate method	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 Serve the wine at the recommended temperature using the correct service equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 Deal with routine customer queries and comments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 Refill customers' wine glasses in line with their requirements and establishment procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

'Always show the bottle to the person who ordered the wine before opening it and let them try it before pouring for other people.'
Will Beckett, Director,
Underdog Consultancy

What you must cover

(OUTCOME 5)

You must show that you have covered **ALL** of the following:

1 2 3 4

Service equipment

All must be covered. At least **four** of these must be observed by your assessor.

1 glassware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 trays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 service cloths/linen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 corkscrews/bottle openers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 ice buckets/stands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 chillers/coolers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Wine

All must be covered. At least **two** of these must be observed by your assessor.

1 red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 white/rosé	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 sparkling/semi-sparkling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 dessert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Style of service

All must be covered. At least **two** of these must be observed by your assessor.

1 by the glass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 by the bottle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 by the carafe/decanter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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PREPARE AND SERVE WINES**What you must know**

Evidence for this section can be collected in a variety of ways. Your assessor will discuss with you how to collect and record this information.

(OUTCOME 2)

To understand how to prepare service areas, equipment and stock for wine service you need to:

- K1** Describe safe and hygienic working practices when preparing service areas, equipment and stock for wine service
- K2** State what equipment is necessary for different types of wine
- K3** State what glassware is necessary for different types of wine
- K4** State what temperatures different types of wine should be stored and maintained at before service
- K5** State what organisational procedures relate to preparing service areas, equipment and stock
- K6** Outline the types of unexpected situations that may happen when preparing service areas and how to deal with them.

(OUTCOME 4)

To understand how to determine customer requirements for wine you need to:

- K7** State current relevant legislation relating to trades description and legislation when serving wine
- K8** Describe how to deal with and report customer incidents
- K9** State the importance of maximising sales through up-selling, and do this
- K10** Explain how to interpret the wine label information
- K11** Describe the basic characteristics of the wines available within the establishment
- K12** State how to describe wine characteristics to the customer
- K13** List what factors to consider when providing advice to customers on choice of wine
- K14** State what techniques to use to promote wines to customers
- K15** State what legal measures can be used to serve wine and which ones are most appropriate to organisation
- K16** State under what circumstances customer must not be served with alcohol
- K17** Describe what symptoms indicate that a customer has drunk excessive amounts and what are the legal responsibilities in relation to this
- K18** Describe how to refuse to serve customers displaying inappropriate behaviour.

What you must know

Evidence for this section can be collected in a variety of ways. Your assessor will discuss with you how to collect and record this information.

(OUTCOME 6)

To understand how to present and serve wine you need to:

- K19** Describe safe and hygienic working practices, relevant licensing weights and trades description legislation
- K20** Describe the various safety procedures involved in opening a bottle of champagne or sparkling wine
- K21** Describe the correct procedures for handling glassware and which glassware is appropriate for use in the service of different types of wine
- K22** State the recommended temperatures for maintaining different types of wine during service
- K23** State what the correct method of service (etiquette) is for white wine, red wine and sparkling wine
- K24** State how many measures of wine are obtainable from standard bottles of wine
- K25** Describe the types of unexpected situations that may happen when serving wine and how to deal with them
- K26** State what the indicators are when wine is not suitable for drinking.



HINTS AND TIPS WINE SERVICE

When opening wine at a table for a customer it is always important that you present the bottle correctly. Carefully remove the outer foil at the neck of the bottle. Remove the cork and wipe the bottle neck with a clean cloth before pouring.

'When it comes to serving steak, you should go for a red wine with more tannins – it works with the richness of the steak.'
Laure Patry,
Sommelier,
Maze Grill



Notes and feedback

You or your assessor may use this space for any notes or additional comments about your work.

Did you know?
Biodynamic wines are made from grapes grown according to lunar and cosmic rhythms, a holistic approach based upon a series of lectures delivered by philosopher Rudolf Steiner in 1924.

