

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Serve wines in restaurants
Code	109633L2
Range	This unit of competency is applicable to the frontline staff of catering restaurants. This UoC concerns the provision of satisfying wine services in restaurants or other related workplaces, with the use of knowledge of wines and in accordance with the specified wine-serving guidelines and arrangements, to contribute to the enhancement of the image and profit of the restaurants.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge for serving wines in restaurants:</p> <ul style="list-style-type: none"> • Possess knowledge of the general information about wines, for example: <ul style="list-style-type: none"> ○ Name of famous Vineyards, type of Wines ○ Quality, characteristics of the wine such as: grapes varieties etc. ○ Alcohol content percentage ○ Origins and production years ○ Pairing with food options • Possess good knowledge of the laws and regulations restaurants need to comply with for serving wines, for example: <ul style="list-style-type: none"> ○ Restaurants must possess the liquor license ○ Customers taking wines must reach the age of 18 • Possess good knowledge of the methods and procedures for introducing and serving wines to customers • Possess good knowledge of the proper techniques and attitudes when serving wines • Possess good knowledge of the skills to communicate with others and build good interpersonal relationships <p>2. Serve wines in restaurants:</p> <ul style="list-style-type: none"> • Ensure all wines are stored at the required temperatures recommended by the manufacturers • Ensure that a wine menu is available in restaurants for customer to study, which can be provided as needed for customers' reference. The contents of the menus include: <ul style="list-style-type: none"> ○ Names and years of the wines provided by the restaurants ○ Types of wines, such as red wines, white wines, rose, fortified wines ○ Prices and discounts of the wines ○ Other related charges (e.g. corkage fees) • Upon receiving the request for wines, properly arrange and set the related utensils, such as wine glasses, trays, napkins, bottle openers and ice buckets • Introduce to customers the wines provided and respond to customers' enquiries • Serve wines to customers professionally, for example: <ul style="list-style-type: none"> ○ Ensure proper wine temperatures to individual types of wines ○ Open bottles and provide appropriate amounts for customers to taste ○ Serve wines in the right place and in the correct procedure ○ Use the correct pouring tools, napkins, ice buckets, etc. ○ Always hold bottles at the right angles when filling glasses with wines and ensure no spilling ○ Maintain courtesy and service attitudes during the process

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	<p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Always use satisfying professional knowledge of wines to perform wine serving wholeheartedly• Cherish and maintain the culture and tradition of wine serving
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Provide satisfying wine services to customers according to the specified wine-serving guidelines and arrangements• Impress customers with the knowledge of wines and professional wine services
Remark	