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| *Business Purpose* | This course was designed to build a structure of basic wine knowledge for employees of the company. The overall training will help ensure that our patrons receive consistent answers to their wine questions whether they are at a tasting, making a purchase in the showroom or dining in our restaurant. The program should prepare employees to converse with confidence when recommending or discussing any wine with a guest which in turn will assist in solidifying our reputation as being one of the most knowledgeable wineries in the state. | |
| *Target Audience* | Employees that deal with guests directly, either in the tasting room, on the showroom floor or in the restaurant. | |
| *Training Time* | 30 minutes | |
| *Training Recommendation* | Per the company’s request this will be an E-Learning course. Learners will be exposed to the different types of wine, how to make a recommendation based on the question posed, discuss the value of tannins and see what foods pair the best with different wines. There will be a quiz at the end of the course to solidify that the learning objectives have been interpreted properly. By making this an E-Learning course employees will have the opportunity to set aside time to take the teaching on a rotation basis per department. Since an instructor will not be needed, the business will be available to stay open while the lessons take place. It is recommended that all management post a signup sheet to designate time slots for each employee so that every area is still properly staffed while the training occurs. | |
| *Deliverables* | This E-Learning course will be developed in Articulate 360 Rise.  * Course will have engaging visual examples of wine, tannins, food pairings and its characteristics. | |
| *Learning Objectives* | Properly determine someone’s wine palate.  * Distinguish correct wine and food pairings. * Discover the proper way to serve various styles of wine. * List different types of wine along with their distinctive traits. | |
| *Training Outline* | **Introduction Slide**   * Welcome to the course   Course Objectives Introduced Properly determine someone’s wine palate.  * Distinguish correct wine and food pairings. * Discover the proper way to serve various styles of wine. * List different types of wine along with their distinctive traits. | |
|  | Lesson One   * Introduces types of wine (red, white, rose, sparkling and dessert) and gives details of each type.   Lesson Two   * Covers the importance of wine glasses and why choosing the right glass matters. * Proper way to serve various wines will be discussed.   Lesson Three   * Steps for discovering what food pairs with what wine and the reasons why. * Explains the difference between a congruent pairing and a contrasting pairing. * Discusses the 3 wine taste factors. * Defines tannins and their importance with wine.   Lesson Four   * Covers how to discover your wine palate personality with 4 steps.   Quiz Section   * Will require 80% in order to pass. * Unlimited try again option * 6 questions of various styles   Summary   * Thanks participants for taking the course. * Congratulates learners on successfully passing. |  |
| *Assessment Plan* | This course will be evaluating the learners thru a quiz section.   * Quiz section will be 6 questions of various styles and will require   the learner to score 80% in order to be considered as “passed”.   * Questions will clearly reflect the stated learning objectives in order to target them for the learner to absorb and retain. | |