

Guidelines for Unified Excellence in Service Training

CULTIVATING SEVEN STAR STANDARDS IN LUXURY SERVICE & HOSPITALITY OPERATIONS
ON-BOARD SUPER YACHTS



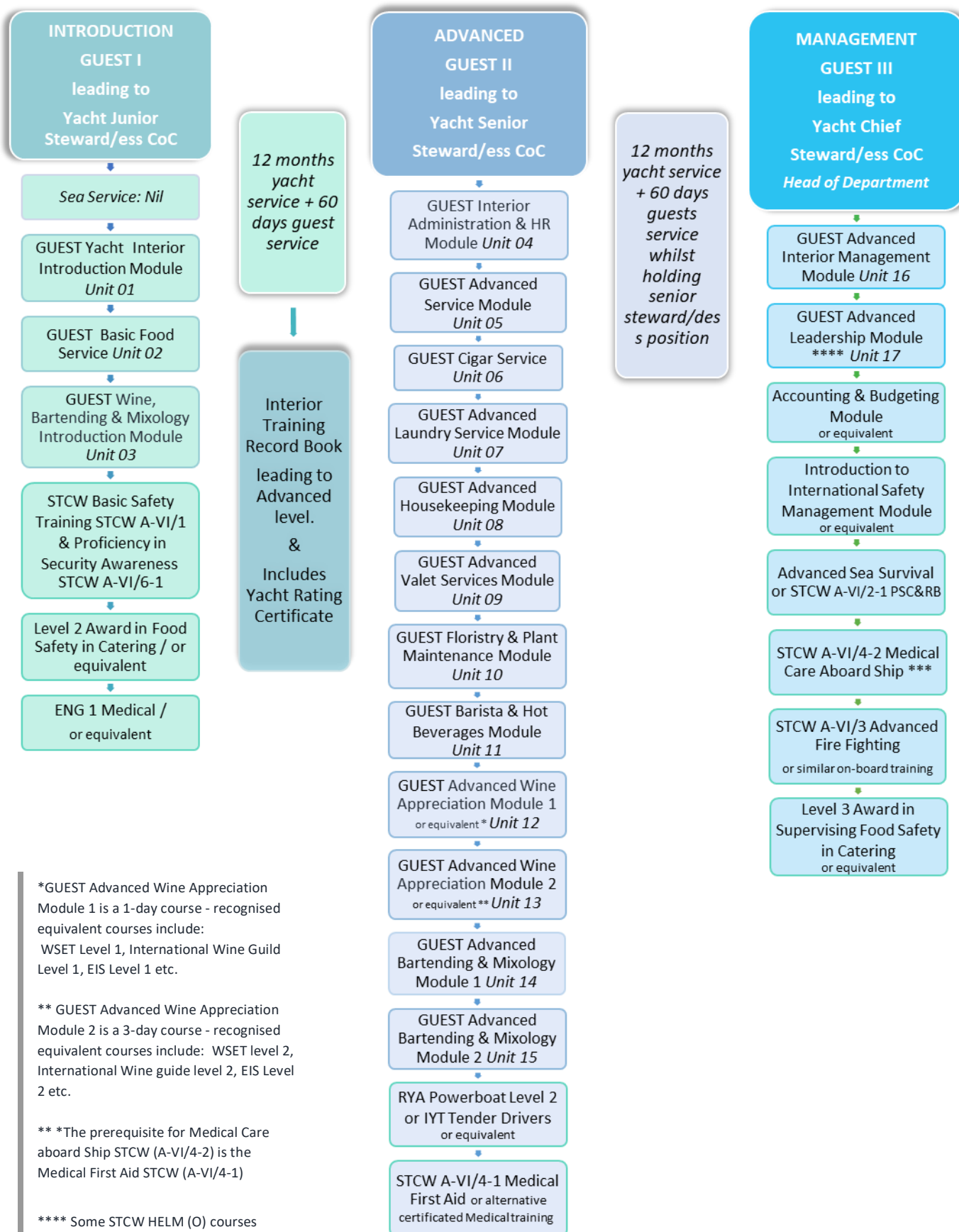
Specifications, Learning Outcomes and Assessment
Criteria for:
























GUEST Advanced Wine Appreciation Module 1 |
Unit 12

















Includes:




- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Advanced Wine Appreciation Module 1
- Qualification Assessment Provision
- Student Assessment Record

G.U.E.S.T Program Progression Chart



Unit 12	GUEST Advanced Wine Appreciation Module 1	
Course Duration	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 days.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a "PASS" certificate to the student.</p>	
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18years old. ▶ The student must be of legal drinking age in the country where you are attending the course to participate in any alcohol tasting. NB: <i>For those students who are either underage or unable to consume alcohol, the program gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them.</i> ▶ All courses will be taught in the International Maritime language, English; therefore all students MUST have a good knowledge of verbal and written English. ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can ask for some proof of previous experience. Usually in the form of a CV and references. The Training Provider might require a pre-course assessment being completed. 	
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none">  Will understand the main types and styles of the world of wine  Will understand how to effectively communicate and assist guests with fundamental wine choices at a basic level  Will understand the main principles of Viticulture and Vinification + Climate  Will understand basic food & wine matching principals  Will understand the importance and effects of climatic conditions on the final product  Will understand how to provide correct and proper wine service  Will understand wine culture and religious influences 	
Assessment process	Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing..	
Materials and Equipment required	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Suitable Glassware</p> <p>Food of choice for matching activity – <i>food can be simple olives / cheeses etc.</i> Water</p>	<p>Minimum wines listed; expanding the samples and using the Optional ones are also acceptable.</p> <ul style="list-style-type: none">  New World Cabernet  White Sancerre (or Pouilly Fumé)  Sauternes  Riesling (from anywhere)  Oaked White Burgundy  Red Burgundy  Red Bordeaux  Tuscany OR Piemonte  Champagne (Or other sparkling wines)  Oaked Chardonnay from the New World – optional  Pinot Grigio - Optional. Can describe a simple dry white wine is sufficient  New world Red – Optional as the NW Cabernet is already listed
Trainer qualifications	<ul style="list-style-type: none">  Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing.  Have training qualifications higher than the level being taught. (WSET qualification or similar level qualification).  Fully understand the specific objectives of the training.  Hold a Food Safety / Hygiene level 2 certificate. 	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	<p>Fire exits to be identified Handling glassware Handling corkscrew Handling cutter</p>	

Unit 12	GUEST Advanced Wine Appreciation Module 1	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
1. Understand the main types and styles of wine available. Following the Assessment Criteria and the recommendations below:	1.1 Identify the main types and styles of wine available 1.2 Identify the factors that determine the main styles of wine	1.3 State the main characteristics of the principal grape varieties 1.4 Describe the styles and characteristics of wines made from the principal grape varieties
1.1 – 1.4 Wines of the World Recommended Wines for this section: <ul style="list-style-type: none">  Pinot Grigio  NW reds  NW Whites <ul style="list-style-type: none"> • Presentation of the following regions and its grape varieties: <ul style="list-style-type: none">  Italy with focus on Tuscany and super Tuscans, Piemonte and Pinot Grigio  Spain-Rioja + Ribera  Australia- Coonawarra, Barossa (Shiraz, Cabernet and Chardonnay)  New Zealand- Marlborough  California  Chile and Argentina  Germany  South African 	1.1 – 1.4 The Wines of France Recommended Wines for this section: <ul style="list-style-type: none">  Red Burgundy  White Burgundy  Red Bordeaux <ul style="list-style-type: none"> • Presentation of main French regions and its grape varieties; Bordeaux, Burgundy, Loire, Provence, Alsace • Explain the concept of classification system and its importance (NB: AOC system, VDQS, Vin de Pays, Bordeaux 1855 classification system, Burgundy classification) • Importance of age and grape 	1.1 – 1.4 Sparkling, Fortified and Sweet Use a Champagne (or other sparkling wine) for this section: <ul style="list-style-type: none"> • Champagne vs other sparkling wines • Briefly outline production techniques of sparkling, sweet and fortified wines (note: include details about Port vs Sherry; Madeira vs Vermouths; aromatised wines)
2. Understand the main principles of Viticulture and Vinification + Climate	Recommended Wines to be used for this section: <ul style="list-style-type: none">  Alsace Riesling  Oaked Chardonnay from NW 2.1 Describe the definition of Viticulture	2.2 Identify the climatic factors influencing the production and styles of wine 2.3 Briefly outline wine making techniques (red, white, rose) 2.4 Describe the definition of Maturation
3. Know how to Service Wine to guests & how to Store Wine onboard	3.1 State the appropriate service temperatures for the main styles of wine available 3.2 Demonstrate the correct procedure for opening and serving still and sparkling wines 3.3 Identify the common faults found in wine	3.4 State the correct procedure for decanting wine 3.5 Demonstrate wine communication and description when serving a guest. 3.6 State the correct procedures for the Storage of wine. 3.7 Identify the common difficulties of storing wine onboard and identify possible problem solving.

Unit 12	GUEST Advanced Wine Appreciation Module 1	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
4. Understand the basic principles of food and wine paring	<p>Recommended Wines to be used for this section:</p> <ul style="list-style-type: none">  <i>New World Cabernet</i>  <i>White Sancerre</i>  <i>Sauternes</i> <p>4.1 State the basic food and wine paring principles.</p>	<p>4.2 Practice Food and wine matching taking basic taste interactions and individual preferences and sensitives into consideration.</p>
5. Understand the influences of Wine Culture and Religion	<p>5.1 Understand the issues relating to the safe consumption of wine</p> <p>5.2 State the legal issues relating to the consumption of wine / alcohol.</p> <p>5.3 Understand the social, health and safety issues relating to the consumption of wine / alcohol</p>	<p>Refer to The GUEST Glossary.</p> <p>5.4 Understand the religious influences of Wine culture (historical and modern-day)</p> <p>Including the following religions:</p> <ul style="list-style-type: none"> • <i>Judaism</i> • <i>Christianity</i> • <i>Islam</i>

STUDENT ASSESSMENT RECORD SHEET

Learning Outcomes Statements provide the measurable evidence of the expected knowledge, understanding, application, competencies and attitudes of the subjects the students have covered specific to the GUEST Program level.

Programme:
GUEST Advanced Level II

Students name
(FULL name of the student)

Course Title:
GUEST Advanced Wine
Appreciation Module 1 | Unit 12

Approved Trainer (s) name
(All trainer (s) teaching this unit)

Student Learning Outcomes:

Students will be able to :

Please tick when the student has achieved this learning outcome:

- ☐ Understand the main types and styles of the world of wine
- ☐ Understand how to effectively communicate & assist guests with fundamental wine choices at a basic level
- ☐ Understand the main principles of Viticulture and Vinification + Climate
- ☐ Understand basic food & wine matching principals
- ☐ Understand the importance and effects of climatic conditions on the final product
- ☐ Understand how to provide correct and proper wine service
- ☐ Understand wine culture and religious influences

Course GLH

The guided learning hours set out for this training must be delivered as a full time course of at least 8 hours, over a minimum of 1 day.

Course start / end date:

From:
To:

Mandatory Practical Learning Outcomes

Applying skills: demonstrate, implement, perform

Subject
Guideline
Reference

Standard
achieved?
(Yes / No)

Assessment comments (if required)

3. Know how to Service Wine to guests & how to Store Wine

3.2, 3.5

4. Understand the basic principles of food and wine paring

4.2

Learning Outcome / Criteria

(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).

Method
(WE, DT,
AT)

Subject
Guideline
Reference

Standard
achieved?
(Yes / No)

Assessment comments (if required)

1. Understand the main types and styles of wine available

1.1 – 1.4

2. Understand the main principles of Viticulture and Vinification + Climate

2.1 – 2.4

3. Understand how to Service Wine to guests & how to Store Wine

3.1, 3.3, 3.4,
3.6 & 3.7

4. Understand the basic principles of food and wine paring

4.1

5. Understand the influences of Wine Culture and Religion | refer to the GUEST Glossary

5.1 – 5.4

Trainer Feedback on Assessment:

Student Feedback on Assessment:

Trainers signature:

Date:

Student signature:

Date:

Re-assessment authorisation

by Lead Trainer: Yes/ No

For any Student that does not meet the above requirements, a re-assessment can be completed if authorised by the **Lead Trainer**. Only **one** resubmission is possible per assessment providing the trainer considers that the Student will be able to provide improved evidence without further guidance.
This will need to be determined at the time of the assessment.