



Euroserve partnership. Development of Competency Frameworks for Food and Drink Service job roles.

Competency Framework for: Wine waiter, sommelier

Competency	Task	Knowledge needed	Skills required
Can design a wine list or cocktail menu	<p>Selecting wines and beverages to be included in the menu</p> <p>Makes sure that the wines and beverages on the list fit the food menu</p>	<p>A thorough knowledge of world wines and other beverages (even the very new brands) for example through attending tastings.</p> <p>Apart from wine, he/she should know about alcoholic beverages, such as cocktails, aperitifs, beers, liqueurs and brandies.</p> <p>Knowledge about food menu and about food and wine matching</p>	<p>Apply the knowledge in order to make the proper match between wine / beverage and food</p> <p>Good communication with the chief</p>
	Choosing the general layout and information presented into the wine list or cocktail menu	<p>Knowledge of principles and methods for promoting and selling wine and other beverage. This includes marketing strategy and tactics regarding how to make a wine list or a cocktail menu taking into account the types of clients that local have.</p>	<p>Good presentation</p> <p>Apply principles of marketing</p>
Can manage the cellar and bar area	Ordering, controlling and rotating stock	<p>Knowledge about how to monitor the stocks</p> <p>Knowledge about the suppliers: from where they can buy the best wine/beverage and at the best quality and price</p> <p>Logistics</p>	<p>Ability to handle financial issues</p> <p>Ability to evaluate the stocks and to decide what / when to buy</p> <p>Logistic ability</p>
	Liaising with sales people and dealing with deliveries	Knowledge about delivering issues	Good communication skills

		<p>Knowledge about legislation requirements for payment and contract procedures</p> <p>Company procedures</p>	<p>Negotiation skills</p>
	<p>Managing the bar area</p>	<p>Knowledge about legislative and local requirements related to alcohol storage and serving</p> <p>Knowledge about the marketing principles and the best ways to display different beverages and to organize the bar area</p> <p>Knowledge about the specific conditions in which a particular wine/beverage needs to be stored</p>	<p>Ability to organize the bar area</p> <p>Attention to details</p>
<p>Can assist costumers in choosing the appropriate wine/beverage for their meal</p>	<p>Presents the wine/beverage list to the costumers</p> <p>Gives information regarding the specific characteristics of the wines and beverages on the menu</p> <p>Advising customers on the best choice of wine/beverage for their meal, taking into account the client's personal preferences</p>	<p>Knowledge about the individual characteristics of every wine from the menu list, even for wines from other countries</p> <p>Knowledge about region, grapes, vineyards and vintage of an assortment of wine</p> <p>Knowledge about the characteristics of the food</p> <p>Knowledge of the criteria of matching wine / beverage and food</p> <p>Restaurant etiquette</p> <p>Understanding customers profiles and requirements</p> <p>Foreign languages</p>	<p>Good communication skills – verbal and nonverbal</p> <p>Good presentation</p> <p>Friendly</p> <p>Ability to suggest to the customers the proper drink for their food</p>
<p>Can serve wines and</p>	<p>Preparing the necessary</p>	<p>Knowledge about how every type of wine /</p>	<p>Ability to serve in a correct manner the wine /</p>



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<p>beverages in a correct manner</p>	<p>tools for serving (carriage, ice cups, suitable glasses, etc.)</p> <p>Makes sure that the wines and beverages are at the right temperature</p> <p>Supports tasting by the costumers</p>	<p>beverage has to be served: at what temperature, in what recipient, special methods etc. Some knowledge acquired through tasting events.</p> <p>Knowledge on decanting wine</p> <p>Restaurant etiquette including how to support tasting by customers</p> <p>Knowledge of the protocols in dealing with complaints</p>	<p>beverage</p> <p>Friendly</p> <p>Good presentation</p> <p>Problem solving skills</p> <p>Assertive communication skills</p>
<p>Can support other waiting staff members to acquire knowledge about wines and beverages</p>	<p>Give information about wines and beverages to the other staff members</p> <p>Makes sure that other waiting staff understand the wine list</p>	<p>Knowledge about the individual characteristics of every wine / beverage</p> <p>Knowledge about training / mentoring procedures</p>	<p>Good communication with the other team members</p> <p>Teamwork</p>