

WDA – Advanced Beverages Program

Lesson No	Day/Date	Contents
1	Monday, 27 th February 2012	<ul style="list-style-type: none"> - Ice Breaking - Components of wine production - Basic Principles of wine production - Wine related terms - How to interpret wine labels - How to pair food with wines
2	Tuesday, 28 th February 2012	<ul style="list-style-type: none"> - Greeting and welcoming customers - Champagne/ sparkling wines
3	Wednesday, 29 th February 2012	<ul style="list-style-type: none"> - Serving temperatures of the wine - Serving Sequence of wines - White wine service - Practice white wine service
4	Thursday, 1 st March 2012	<ul style="list-style-type: none"> - Red wine service - Practice red wine service - Reasons for decanting
5	Friday, 2 nd March 2012	<ul style="list-style-type: none"> - How to interpret wine labels - Ideal serving temperatures for wines - Choice of glassware
6	Monday, 5 th March 2012	<ul style="list-style-type: none"> - Course introduction to Interact with and serve food and beverage guests - Acknowledge guests when they enter the outlet - Assist guests with seating - Observe guests, approaching when they are ready to order
7	Tuesday, 6 th March 2012	<ul style="list-style-type: none"> - Demonstrate appropriate body language - Understand guests needs - Suggest and recommend popular items - Apply suggest selling techniques
8	Wednesday, 7 th March 2012	<ul style="list-style-type: none"> - Take orders - Set required cutlery, crockery and glassware - Ensure beverage order is prepared
9	Thursday, 8 th March 2012	<ul style="list-style-type: none"> - Check orders regularly - Check order for accuracy and quality and communicate discrepancies of food orders - Carry order in correct manner
10	Friday, 9 th March 2012	<ul style="list-style-type: none"> - Present and restate guests order - Handle guest feedback/ complaints - Handle tableware correctly - Presenting bills and returning credit card slips and change to guests - Assisting guests departure
11	Monday, 12 th March 2012	<ul style="list-style-type: none"> - Course introduction to Provide Speciality Coffee - Product Knowledge - The coffee seed - The stages in the processing of the coffee beans - Towards a better cup of coffee
12	Tuesday, 13 th March 2012	<ul style="list-style-type: none"> - Four main methods of brewing coffee - Extracting espresso coffee - The latte art - The cappuccino art
13	Wednesday, 14 th March 2012	<ul style="list-style-type: none"> - The importance of describing coffee - Common terms use to describe coffee - Hand on practice in making espresso, latte and cappuccino

- Each lesson is 5 hours (1.00pm to 6.00pm)
- Entire program including assessment is 70 hours 30 minutes