



Front of House Course

This **Front of House Course** is designed to set a standard in the wine industry for service and attitudes towards tourists and potential customers.

Who should do the Course?

The Front of House Course is ideal for tasting room staff and students in the wine and service industry as well as those wishing to pursue a career as a Cape Sommelier™.

Course overview / Content

The course covers a range of service- and marketing-related topics as well as wine and hospitality learning units.

Learning Unit 1 » Wine sales

Learning Unit 2 » Basic information: Presenting the wine

Learning Unit 3 » Wine etiquette: Presenting the wine

Learning Unit 4 » Tasting

Learning Unit 5 » Wine styles and cause and effect

Learning Unit 6 » Wine producing regions

Learning Unit 7 » Wine - Vineyard practises

Learning Unit 8 » Wine - Winemaking

Learning Unit 9 » Wine awards and associations

Learning Unit 10 » Public Relations, Media & Marketing

Learning Unit 11 » Wine and Food

Learning Unit 12 » Great Wine Capitals of the World

Learning Unit 13 » Tourism

Course duration

2-Day course

Day Lectures **Day 1** - 08h00 – 15h00*

Day 2 - 08h00 – 12h30*

On successful completion of this course, the candidate will be able to proceed to the second level of this course, the Certificate Wine Course.

Exam -

Course materials

Course manual and 4 international tasting glasses in a neat Cape Wine Academy carrier pack

Cost: - Price starting at R 1995.00
 Depending on group size, country and area where training takes place this price may differ
 1 day course (Incl: teas & lunches)

*** Note prices valid until end Dec 2017 only, courses in 2018 are subject to a price increase.**

GENERAL

BOOKING:

To join one of our courses please contact Nelda van Zyl on 084 517 2519 or nelda@thewinetender.co.za
An application form will be send to you.

Complete **the application form** and return to us, together with confirmation of your payment or a deposit.
Please use your name or company name as a reference on your proof of payment.

3 Days prior to the commencement of the course, notification and directions to the course venue will be forwarded to you.

ARRIVAL:

Arrive 10 – 15 minutes before the starting time of the course to facilitate registration.
Bring a pen or pencil and extra paper should you wish to make additional notes.

ADVISORY:

Cape Wine Academy promotes responsible use of alcohol. We recommend the use of spittoons supplied at the tastings, to reduce the excessive consumption of wine during the tastings.

It is advisable to eat a meal before the start of each class.

Please don't wear perfume or aftershave when attending the classes – it affects everyone's ability to smell the wine.

DRINKING AND DRIVING RESPONSIBLY

Remember a sober driver is best. The Cape Wine Academy encourages all students to spit. The legal limit is TWO standard units. If you are over the limit please be responsible and make arrangements for your collection.

Cape Wine Academy is a member of ARA (Association for Responsible Alcohol Use)

Presentation of Courses:

The course is presented by Nelda van Zyl from The Winetender, a lecturer for Cape Wine Academy.
Specialising in bringing Wine Training to your business and area, as well as be willing to train small groups.

Saving you on cost:

- Transport to Stellenbosch
- Accommodation & day allowance
- Time of personal
- Training of small groups



Nelda van Zyl

084 517 2519
nelda@thewinetender.co.za
www.thewinetender.co.za



Certified Wine Training Courses



Food & Wine Pairings



Qualified Wine Tour Guide



Cape
Wine Academy



WSET
LEVEL 3 WINES & SPIRITS
CERTIFIED