

11. Training workers in wineries and other crafts to provide authentic experiences

Unit A/A	ANALYSIS OF THE CONTENT OF SECTIONS	DURATION (HOURS)
1	<b>Serving (Temperature, Storage, Consumption)</b>	0,5
2	<b>Serving Improvement</b> <ul style="list-style-type: none"> <li>• Receive order</li> <li>• Opening a bottle of wine</li> <li>• Close bottle after opening for preservation</li> <li>• Suitable type of glass</li> </ul>	1
3	<b>Winery in Cyprus</b> <ul style="list-style-type: none"> <li>• Cheese and wine pairing</li> <li>• Aging and authenticity of wine</li> <li>• Protected Designation of Origin</li> </ul>	1
4	<b>Uniqueness and personalized approach</b> <ul style="list-style-type: none"> <li>• Providing improvement suggestions where needed</li> <li>• Record feedback</li> <li>• Service improvement based on customer feedback</li> </ul>	0,5
<b>TOTAL</b>		<b>3</b>