



WINE SERVICE STANDARDS

Overview:

Mastery of beverage service requires a combination of theoretical knowledge, a trained palate, universal vocabulary, gracious carriage, respectful salesmanship, and sound service mechanics. The mechanics listed within should be the foundation upon which to provide world-class hospitality in a restaurant situation. Reading the table's needs, understanding guest expectations, and utilizing sound sales strategies to provide a memorable dining experience for them remains the goal.

Mise en Place & Pre-Service Set Up:

- Wine lists: clean and up to date with fresh pages where needed.
- Glassware: clean, polished and odor free.
- Black serviettes: clean and folded.
- Silver liners: clean and polished.
- Other service items: trays, ice buckets, and decanters should be clean, polished and ready for service.
- Glassware and silver liners are the only wine service items to be placed on the table. Bottles, decanters, and corks are placed on a silver liner.

Glassware Placement:

- Glassware must be the appropriate size and shape for each wine.
- Glassware is placed to the right of guests and consistently placed for each guest, beginning with the host.
- In the case of multiple glasses, they are placed consistently for each guest, beginning with the host.
- If a second bottle of the same wine is ordered, bring the host a clean tasting glass. But be prepared to replace all the glasses if requested. The new tasting glass should be placed to the right of the original glass and then cleared after service of the new bottle. Any remaining wine from the confirmation taste in the new tasting glass may be poured into the host's original glass.
- Glasses for additional new wine orders are placed in a consistent manner to the previous glasses so that the service team is always pouring subsequent wines into the appropriate glass.
- In cases where multiple wines are served at once, glasses may be marked under the base with a wine glass writer to avoid confusion when pouring multiple wines for the same guest.



Standard Wine Service:

- Approach the table to the right of the host and inquire about wine decisions or questions.
- After the host orders, repeat the order back to confirm the correct wine stating, producer, vintage, wine name and region. Eg "Unsworth Vineyards 2021 Pinot Noir from the Cowichan Valley."
- Retrieve and place appropriate glassware beginning with the host and moving clockwise regardless of gender. No trays are required to bring glassware. Glasses are brought using the upside-down hand carry method.
- Also bring silver liners, (1) for wines closed under a screw cap, (2) for all wines closed under a cork, and (3) if the wine is to be decanted. Silver liners are placed to the right, or in front of the host, depending on space.
- Retrieve the bottle and present to the host's right repeating, producer, vintage, wine name and region for the host to confirm.
- With the label facing the host, place a serviette over the right index finger and hold the bottle securely by the neck. Cut the capsule cleanly beneath the lower lip of the bottle.
- Remove the cut foil and place in pocket. Quickly wipe the top of the bottle to remove any potential shards of capsule.
- Insert the worm of the corkscrew into the centre of the cork and twist until fully inserted.
- Raise the cork using the 2 stages on the corkscrew with minimal bottle movement.
- Extract the cork and place it on the silver liner to the right of the host and put the corkscrew in your pocket. Wipe the top of the bottle to clean any potential cork fragments.
- With the label facing the host, pour 1oz for the host to taste and confirm the condition of the wine.
- When the host approves the wine, proceed pouring the bottle starting with the guest seated to the left of the host in a clockwise direction, ending with the host.
- Between pours, always wipe the lip of the bottle with your serviette to prevent drips.
- Place the bottle on its silver liner and remove the cork and its silver liner.

Screwcap Closures:

- Proceed with standard wine service until the point of removing the capsule.
- Remove the screw cap and place in a pocket, as the screw cap is not presented to the guest.
- Wipe the lip of the bottle.
- Pour the host 1oz to confirm the condition of the bottle.
- Proceed with standard wine service starting with the guest to the left of the host and moving clockwise.



Sparkling Wine Service:

- Proceed as above until the capsule is removed.
- With the serviette in the dominant hand, place your hand securely on the cork and cage with your thumb over the top of the cage applying pressure to prevent the cork dislodging unintentionally.
- Always maintain control – **point the bottle in a safe direction, and NEVER remove your thumb from the cork once started.** The importance of this cannot be overstated.
- With your non-dominant hand, untwist the wire cage using the metal tab and loosen for removal – always keeping your thumb over the cork.
- Firm up your grip on the cork and twist the bottle (not the cork) while holding it at a 45-degree angle.
- Keeping the bottle at the 45-degree angle, release the cork as quietly as possible until the initial rush of CO2 dissipates. Remove the cage from the cork and place the cage in a pocket.
- Place the cork on the silver liner to the host's right.
- Wipe the lip of the bottle with the serviette to clean any potential cork fragments or debris.
- Proceed with standard wine service beginning with pouring 1oz for the host to confirm then proceeding clockwise starting with the guest to the host's left.
- After pouring the host glass last, place the bottle either in the ice bucket or on the silver liner according to the host's preference.
- Remove the cork and its silver liner, and bottle silver liner if the guest opts for the wine to be kept on ice bucket.
- If the wine remains at the table in an ice bucket, leave a neatly folded serviette with the ice bucket, should the guest choose to pour at their leisure.



Decanting to remove a wine from sediment:

Mise en Place:

- Corkscrew, clean decanter, lighter, three serviettes, three silver liners, a light source (candle or battery powered light)

Service Standards:

- Place appropriate glassware for each guest.
- Place (3) silver liners to the host's right, (1) for the cork, (1) for the bottle and (1) for the decanter.
- Proceed with standard wine service until the cork is removed, paying particular attention to keeping the bottle still as possible to not disturb the sediment.
- Activate the light source which aides in viewing through the neck of the bottle during decanting to detect sediment.
- Holding the bottle in the dominant hand and decanter by the base at an angle, slowly pour the wine into the decanter smoothly and slowly using the light source to illuminate the neck of the bottle. This will help in viewing when the sediment is beginning to travel towards the neck of the bottle, at which point the decanting is stopped.
- Once the bottle has begun being decanted, the process does not to stop as the washback of wine in the bottle will disturb the sediment. The bottle is never to touch the decanter.
- Once completed, place the decanter on a silver liner, wipe the lip of the bottle with a clean serviette.
- Place the bottle on its silver liner with the label of the bottle facing the host.
- Pour the host 1oz taste from the decanter.
- Proceed with standard wine service beginning with the guest to the left of the host and continuing in a clockwise direction finishing with the host.
- Wipe the decanter with a serviette between pours.
- After finishing, place the decanter on a silver liner.
- Remove the light source, silver liner, and its cork. At this point you may ask the host if they would like the empty bottle removed to save space on the table. Where possible, the empty bottle is to be kept on its silver liner within view of the host.