

# Wine Service

There are two types of wine service: by the glass and by the bottle.

If the guest orders a glass of wine, you should ring in the order as soon as possible and then go to the bar. The bartender should have a small carafe of wine filled to the shoulder or point where the glass curves in. Retrieve an all-purpose wine glass (empty and clean, free of spots) to bring along with the carafe to the table. Once you have arrived at the table, you will place the empty wine glass above or at the tip of the knife located on the guest's right hand side. The optimal placement for the glass is at a 45 degree angle to the inside of the knife. Do not make a big deal or a mess out of the table if you do not have perfect glass placement. Once you have placed the glass, begin to fill it slowly and evenly without splashing or causing the wine to spill. Do not leave the carafe on the table, simply fill the glass and take the carafe away without placing it on the table.

If the guest orders a bottle of wine, you should ring in the order as soon as possible and then go to the bar. Once you have received the bottle, you will need to check the vineyard name, varietal and vintage listed on the label. If any of the information on the label is incorrect you will need to replace it with the proper wine or see a manager. Do not bring the wrong bottle of wine to the table. This causes embarrassment and confusion for everyone. Once you have determined that you have the right bottle of wine, you may present it to the customer. If the guest has trouble reading the label you can point to the vineyard name, say what it is, and then do the same with the varietal and vintage in that order. When the guest acknowledges that this is the correct bottle, you may then open it. Try to keep the label facing the guest as much as possible. At this point, cut the cap and remove the cork. Use grace and finesse when opening bottles of wine. Once you have removed the cork, place it in front of the wine taster (guest) at the top of the person's place setting, near their glass. Do not wait for the guest to handle the cork before you pour the wine. When the guest approves of the wine, pour the taster's glass last and only fill the glasses up to the point where the glass starts to curve. Place the bottle on the table and say "Thank you."