

# Wine Tasting, Evaluation and Wine Service



# Tasting and evaluating wine

## Sight Eye:

- All wines have certain characteristics in common when evaluating wine there are certain things you should look for and we use sight, smell, taste and touch (feel) to evaluate these things:
- **Sight Eye:**
- **Clarity:** does the wine look clear and healthy not cloudy or hazy?
- **Intensity:** is the colour deep or pale
- **Colour:** by holding the wine against a white background you can assess the colour:
- Red Wine: Purple – Ruby – Red – Brown or Tawny
- White Wine: Lemon (Green) – Yellow- Straw – Golden



# Tasting and Evaluating Wine

- Swirl the wine around the glass to allow oxygen from the air to release the aromas.
- Condition: does the wine have a pleasant clean smell? Not musty, earthy or eggy for example.
- Intensity: is the smell weak or pronounced
- Character: how would you describe the wines character?
- *Fruits*: e.g. blackcurrant, raspberry, lychees, peaches  
*Floral*: e.g. violets, roses, and orange blossom  
*Vegetal*: e.g. hay, grassy, green pepper
- *Spicy*: e.g. cloves, cinnamon, and vanilla
- *Other smells*: e.g. cedar, petrol, nuts, and honey
- Smell is very subjective so always note what you smell no matter what it is.



# Tasting and evaluating wine

- Swirl the wine around your mouth making sure the wine hits all parts of tongue and gums as different areas are sensitive to different things.
- **Sweetness**
- When pairing on a menu, wine should always be at least as sweet as the food.
- Descriptive Terms: Dry, Semi-Dry, Semi-Sweet, Sweet
- **Acidity**
- The more acidic the wine, the better it will cleanse your palate. This makes it ideal for pairing with especially rich, creamy dishes.
- Descriptive Terms: Low to High
- **Alcohol Content**
- Wines with a lower alcohol content typically pair best with especially salty or spicy foods.
- Descriptive Terms: Low, Medium, High
- **Oak Influence**
- The more oaky the wine, the better it will pair with robust, smoky flavors.
- Descriptive Terms: None to Oaky



# *Preparation of Wine :*

- Let's look at the preparation of wines that need chilling. white, rose and sparkling wines need to be chilled before serving. enough wine for the occasion (brunch, groups ,etc.) should be placed in the refrigerator well in advance. Stock rotation is important -you should always move old stock to the stock to front when replenishing the wine chiller, so that the wine has already been chilled is served first.



Style of wine	Example of style wine	Service temperature
Medium/full-bodies Oaked wine	Oaked Chardonnay	Lightly Chilled 10-13° C
Light/medium-bodied white and Rose	Pinot Grigio	Chilled 7-10° C
Sweet wines	Sauternes	Well chilled 6-8° C
Sparkling wine	Champagne/Cava	Well chilled 6-10° C

# Preparation of wine :

Red wines should also be prepared and available at the correct temperature. This could mean bringing supplies out of a cool cellar to ensure they are not too cool, or some red wines may need to be lightly chilled before service

**Remember the average room temperature will vary due to the time of year, heating, or air conditioning. Be careful that red wines don't get warm or too cold**



Style of wine	Example of style wine	Service temperature
Light-bodied red	Beaujolais	Lightly Chilled 13°C
Medium/full-bodied red	Shiraz, Cabernet sauvignon chateauneuf-du-pape	Room temperature 15-18°C

# Wine service standards

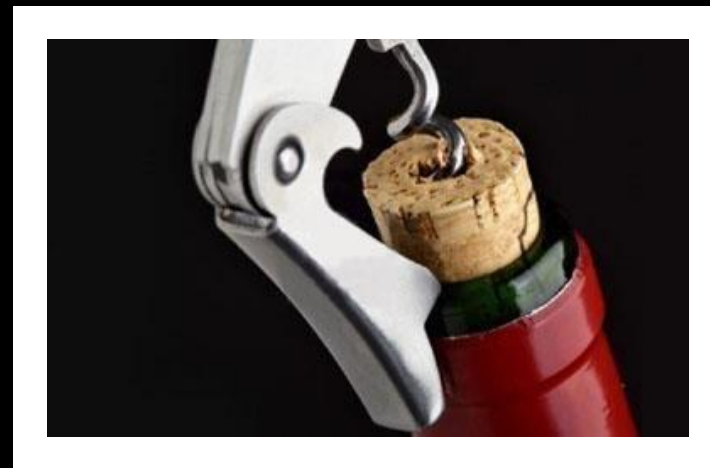
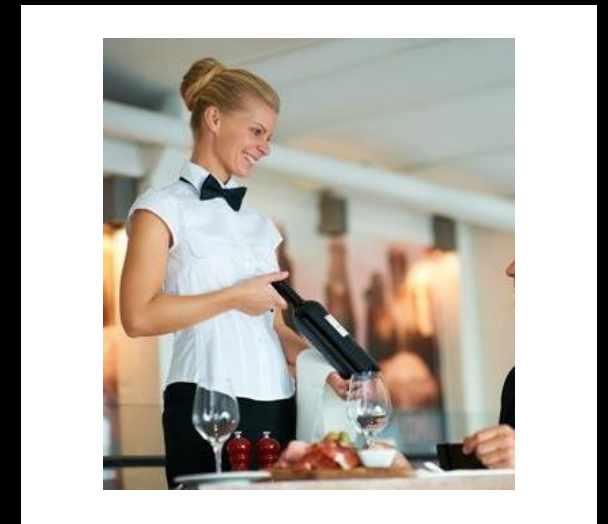
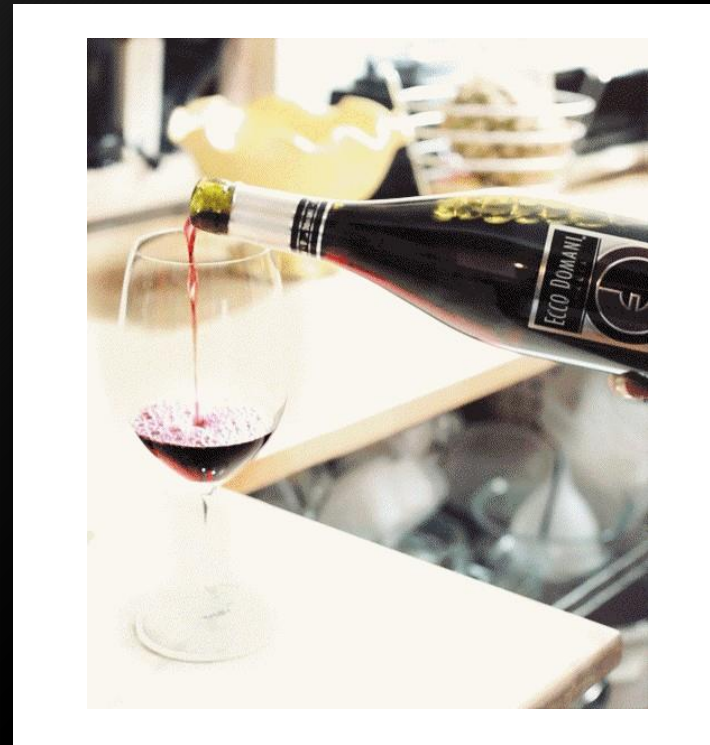
- Wine service is an integral part of the dining experience and therefore as much care must be taken over it as any other part of the meal. People are willing to pay higher for good wines and expect the service of the wines to be a reflection of that. The flow of wine service should be something the guest can rely on.
- When the guest is seated and offered the wine list they are to be advised that the Sommelier or Wine Waiter will be over to see them.
- The Sommelier will get to the guest either before the food order is taken or immediately after depending upon whether or not the guest has cocktails/Champagne on arrival.



# Wine service standards

## Bottle Presentation:

- The bottle should be held at the bottom with the label facing the customer who placed the order and the name and the vintage announced.
- Once the guest has approved the bottle, it should be opened and they should taste it.
- Opening the bottle:
  - -The metal foil at the top of the bottle should be removed with a knife underneath the rim
  - -Once the foil is removed the cork should be gently levered out without making a sound (i.e. there should be no “pop”). The wine label must stay facing the costumer at all times .



# Wine service standards

## Bottle Presentation:

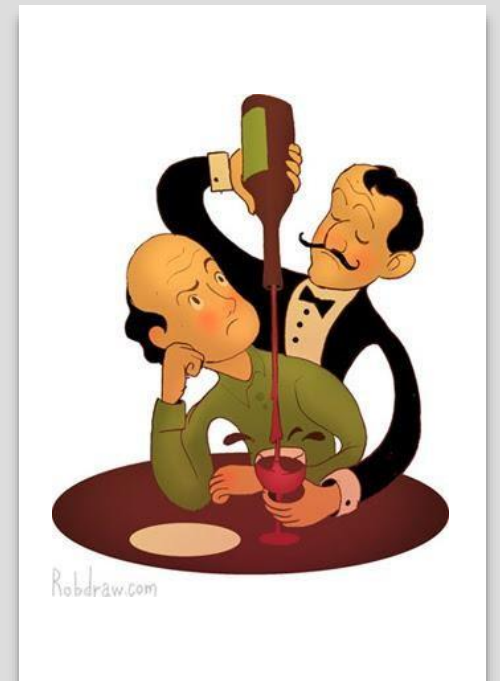
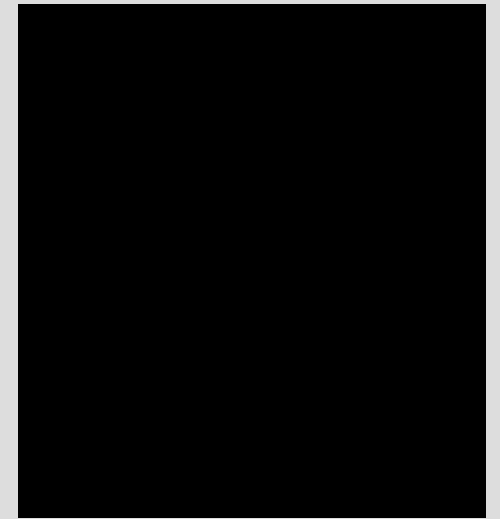
The sample poured should be about an inch and the waiter should wait until the customer has tasted the wine and approved it before pouring for the rest of the guests.

- Ladies first always!
- The last person you pour for should be the person who selected the wine
- The glass should be just under half full
- occur then an apology must be made and the mess wiped up (unless the table is covered with a white table cloth...).



## During Service:

- The wine should be topped up continually by no more than a little under half a glass.
- When the bottle has about 1/10th left in it a replacement should be offered to the person who originally ordered the wine.
- If they want a second bottle the first steps should be repeated and a clean tasting glass set down.
- If they request a change of wine the list should be offered again, the sommelier informed and
- **Note : When the bottle is finished, remove it from the restaurant floor. DO NOT turn it upside down in the ice buckets. Also remove all empty glasses once the customer has finished the wine**



# Issues:

What if the cork smells off?  
Immediately find the sommelier so he or she can check the wine.  
The wine should be taken to one of the station away from the customer and dealt with it .

Any wine need to be decanted. The sommelier will do it for you



# Opening a bottle of sparkling wine

- *Danger*-it is important to remember that is considerable in a bottle of sparkling wine .chilling to the correct temperature helps to reduce this pressure .even when a wine is chilled, it is possible for the cork to spring violently from the bottle and injure someone , you may wish to use a linen cloth to cover the cork and neck of the bottle while opening ,to reduce the risk of this happening

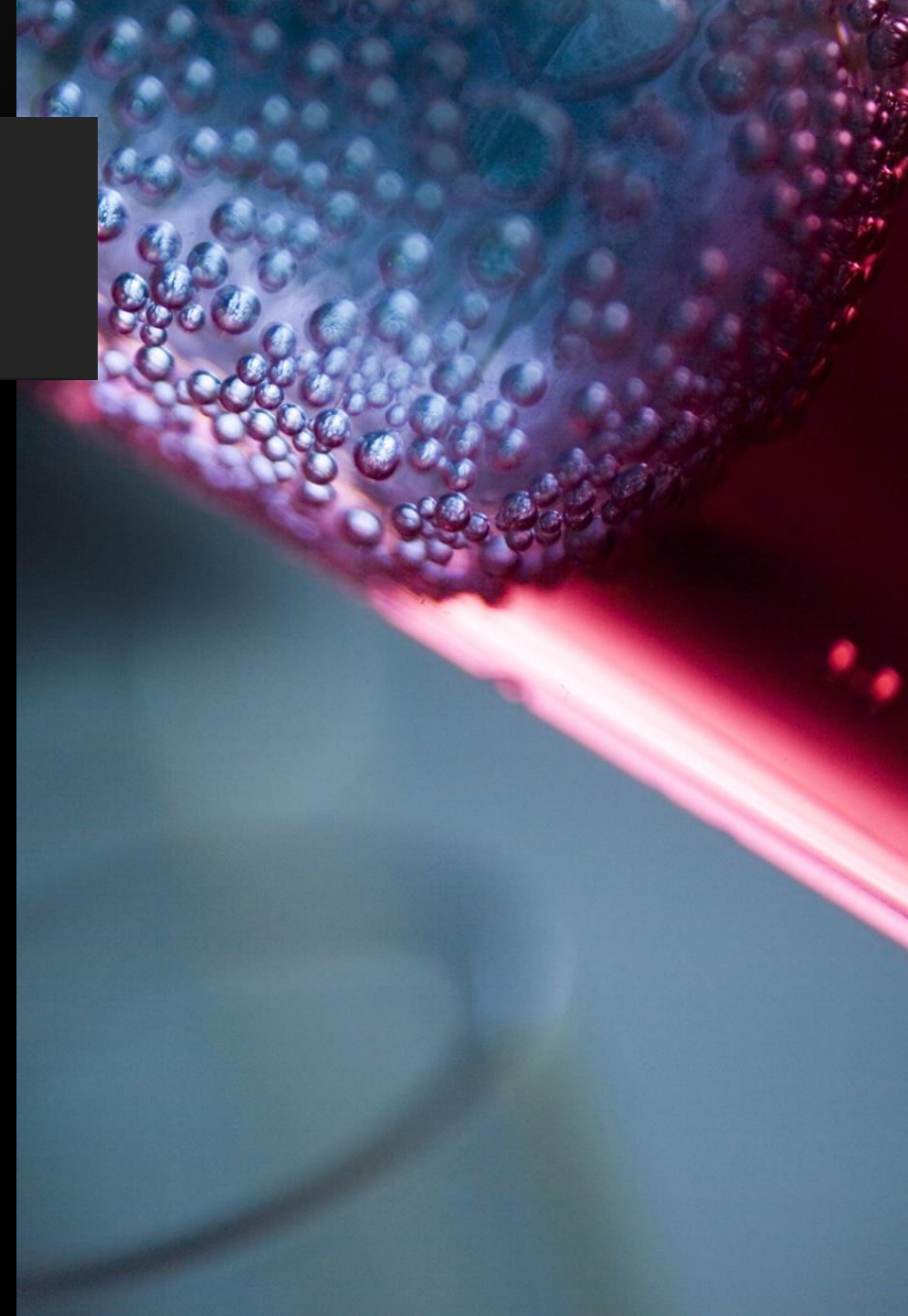
# The following is an example of how to open a sparkling wine

- Remove the foil and the loosen the wine cage. do not remove the wire cage
- The cork must be kept securely in place from the moment the wire cage is loosened
- Tilt the bottle at an angle of about 30 degrees, gripping the cork, and use the other hand to gripe the base of the bottle . Turn the bottle not the cork
- Hold the cork steady, resisting its tendency to fly out. And ears it slowly out of the bottle
- The gas pressure should be released with a quiet “phut” not an explosion and flying corks.



# How to sell Wine / Champagne

- As you become more familiar with wine and its relationship to our menus, you will become more confident selling wine to our guests.
- The key to selling wine is knowledge.
- You should be thoroughly familiar with every wine on the wine list, what size they come in (half or full bottles, by the glass), their varietal characteristics and what food they complement



## Serving Sparkling wine or Champagne

- Let's watch an example of the Sparkling Wine service standards !



# The following are some hints that will help you sell more wine:

- You should always anticipate and meet the needs of the guest but remember there is a fine line between being helpful and being aggressive.
- Always take food and price into consideration, and make your suggestion accordingly
- When you recommend a wine, let the guest lead you if possible. He/she may have a preference and there is no rule in the world that says he/she should not have a white wine with meat or red wine with fish. Too often, wine is not consumed because people are afraid of making a mistake.



## The following are some hints that will help you sell more wine:

- When two people are dining together one has meat and the other has fish, let them guide you in their choice.
- Good selling language gets the idea across that the guest will want to order wine, or will at least want to consider it: e.g. after a dinner order is taken you may say: “ May I suggest a bottle of Chardonnay with your lobster?” or, “Have you decided on a wine to accompany your dinner?”



# There are five basic selling points:

- Mention wine specials to every potential wine drinker.
- Be positive and confident that you are helping to make their visit special.
- Make them feel that it's your pleasure to talk with them about our wines.
- When asked for a suggestion, let them know your favorite, always recommend a selection with which you are comfortable.
- The more you know about wine and food, the more confident you will be at selling wine.

# Why should some wines be decanted?

Many old and increasingly younger red wines tend to throw sediment or a deposit. This can cloud the last few glasses poured from the bottle. This wine should be poured slowly and steadily into another container and stopped when the sediment is coming to the neck of the bottle. A light source, typically a candle though a pocket flashlight is acceptable, is placed below the bottle to allow a translucent view of the wine. More importantly decanting allows contact with the air. This contact greatly benefits full flavored/Bodied reds even when they are young.

