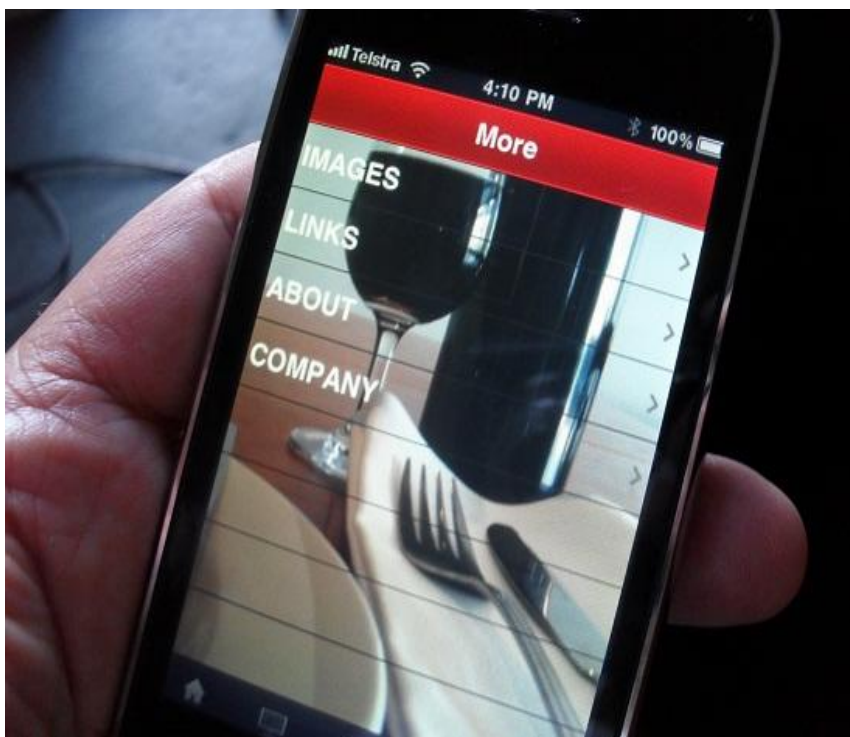


# Wine Service Resource

Red, White and Rosé wines  
Sparkling wines  
Fortifieds  
Aperitifs and Digestives  
Suggestive and up selling skills

The following resource has been developed by: **Goal Training & Development** and **B. Mohr Consulting & Training** as a teaching aid for front of house staff employed in the hospitality industry as well as for participants of our specially developed wine courses.

It is a concise, easy to read and to the point reference tool that allows access to information about the service of table wines, sparkling wines, fortifieds, aperitifs and digestives.



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Melbourne, Australia. (2009)  
TEL: 1300 259 626  
info@gtd.com.au

## **Wine theory**

Grapes are a type of berry.

There are over 30 different grape varieties grown commercially in Australia.

In the Southern Hemisphere grapes grow from September to March / April.

The term for picking grapes is **harvesting**. It may occur from February to May depending on geographic location.

Grapes can be harvested manually or by mechanical harvesters.

**Late harvested** grapes are those picked late in the season and have highly concentrated sugar and fruit flavors. They are used to make dessert wines.

Wine is produced by the chemical process called **fermentation** (sugar in the crushed grape juice is converted to alcohol by the addition of yeast. This process takes approximately 14 days.)

Wine can be red, white or rosé in color.

White wine production involves the fermentation of **grape juice only**.

Rosé gets its pink color when the skins of red grapes are removed halfway through fermentation.

Red wine gets its color when the skins of the grapes are left in the juice during fermentation. These skins also impart tannins into the wine.

Tannins are chemicals which create a furry tasting sensation in your mouth.

Some white wines (especially Chardonnay) and most red wines are wood matured. This means they are kept in oak barrels for an extended period of time to impart extra flavors and texture.

The most prominent flavors include vanilla, cinnamon and a rich buttery feel in the mouth.

The main wine producing countries are: Spain, France, Italy, Germany, Australia, NZ, USA, Chile.

## **Wines can be grouped into 4 main categories:**

**Varietal-** Named after the red or white grape used to make the wine – Alcohol content is 10% to 15%.

Examples are: Chardonnay, Riesling, Sauvignon Blanc, Pinot Noir, Cabernet Sauvignon, Shiraz

**Generic-** Named after the region where the wine is made or the style of producing it. Alcohol content is 10% - 15%.

Examples are: Sauternes, Chablis, Chianti, Bordeaux, Burgundy, Champagne.

**Sparkling-** Has the presence of Carbon Dioxide in the wine through natural process or artificial carbonation. Alcohol content is 10% - 14%

Examples are: Champagne: Bollinger, Krug, Moët et Chandon, Roederer, Pommery

**Fortifieds-** Wines which have had spirit added to them to increase alcohol content.

Sometimes grape juice is also added to provide extra sweetness.

Alcohol content is 17% - 24%.

Examples are: Sherry, Port, Muscat, Tokay, Muscat, Vermouth, Marsala, Madeira

## **The main wine producing regions by State in Australia are:**

**Victoria** - Yarra Valley, Mornington Peninsula, Macedon Ranges, Geelong, Great Western, Rutherglen, Goulburn Valley, Bendigo, Pyrenees, Gippsland

**South Australia** - Barossa Valley, Eden Valley, Clare Valley, McLaren Vale, Coonawarra, Adelaide Hills, Limestone Coast, Padthaway, Riverland

**Western Australia** - Margaret River, Great Southern, Swan Valley

**NSW** - Hunter Valley, Mudgee, Riverina

**Tasmania** - Derwent Valley, Tamar Valley, Pipers River

**Queensland** - Roma, Stanthorpe, Granite Belt, Lower Burdekin

The amount of vineyards which have been planted in Australia over the last 20 years has been extraordinary. Many are smaller so called "Boutique Vineyards" which specialize in certain varietals.

## **White varietal wines**

### **Chardonnay**

SHAR-DO-NNAY

Dry white wine with full rich texture and color. Flavors ranging from peach, melon, nectarine, hazelnuts and vanilla. Mostly matured in oak barrels. Well balanced acid. Great cellaring potential.

VIC: Mornington Peninsula, Yarra Valley, Macedon Ranges ,

WA: Margaret River

SA: Adelaide Hills, Padthaway

FRANCE: Burgundy, Chablis

USA: Napa valley

### **Riesling**

REEZ-LING

Crisp, clean and mostly dry. Pale with slight green tinges when young. Flavors ranging from tropical fruit, lemon, lime and pears. Quite high in acid.

Very rarely matured in oak.

SA: Clare Valley, Eden Valley

VIC: Hamilton

TAS: Tamar Valley,

FRANCE: Alsace

GERMANY: Mosel and Rhine Rivers

## **Sauvignon Blanc**

SOH-VIN-YON-BLONK

Dry with flavors ranging from grassy to tropical. Very strong aroma similar to newly cut grass. Some have strong passion fruit aroma and taste. Flavors range from asparagus, peas, lychees, bananas. It is best drunk young.

SA: Adelaide Hills

VIC: Mornington Peninsula

NZ: Marlborough

FRANCE: Loire Valley

\*Sauternes – \*Barsac (\*Blended with Semillon)

## **Viognier**

VEE-ON-YAY

Delicate yellow color tinged with a green gold hue. Has a dry but aromatic finish with apricot, peach and spice aromas. The intense fruitiness suggests rich sweetness. Very light acid. Should be drunk young. Is often blended with Shiraz.

SA: Barossa Valley, Limestone Coast, McLaren Vale

FRANCE: Rhone Valley

## **Semillon**

SEH-MEE-ON

Dry, often with a slight grassy flavor when young but reaching incredible flavors when matured. Often used to blend with Sauvignon Blanc to produce dry and dessert wines

NSW: Hunter Valley

FRANCE: \*Sauternes, \*Barsac (\*blended with Sauvignon Blanc)

**Chenin Blanc**

SHE-NIN- BLONK

Pale colored, dry with slight residual sugar. Rich tropical fruit flavors with honey on the back palate. Low acid. Should be drunk young.

VIC: King Valley

WA: Margaret River

FRANCE: Loire Valley

**Gewürztraminer**

GE-VURTS-TRAH-MEE-NER

Dry with an intense aroma and palate. Very rich and full flavored. Gewürz is German for spice. Well suited for strong flavored food. Matures well.

VIC: Delatite River

TAS: Pipers Valley

FRANCE : Alsace

**Other white varieties grown in Australia include:**

Marsanne (VIC), Roussanne (VIC), Verdelho (WA), Frontignac (SA)

## **Red varietal wines.**

### **Shiraz**

SHEE – RAZZ

Australia's favorite red grape variety. Dark red to tawny color with rich fruity aromas. Peppery, black berries, blue berries, black olives, tobacco and chocolate. Does not have as much tannin as Cabernet Sauvignon. Mostly grown in warmer regions. Cellars well.

VIC: Central Victoria, Heathcote, Bendigo

SA: Barossa Valley, McLaren Vale, Limestone Coast

FRANCE: Rhone Valley

### **Cabernet Sauvignon**

CA-BER-NAY SOH-VEEN-YON

Dark purple to ruby red in color. Strong berry aromas especially black currants (Ribena). Sometimes has an undesirable minty taste. High in acid and especially tannins. Referred to as Cab Sav. Often blended with Merlot. Cellaring is recommended as it softens the tannins.

VIC: Yarra Valley

SA: Coonawarra

WA: Margaret River

NSW: Hunter Valley, Mudgee

FRANCE: Bordeaux

USA: Napa- and Sonoma Valleys

### **Malbec**

MAL-BECK

A lighter style of red wine, rarely sold as a single variety. Mostly used to be blended with Cab Sauvignon.

VIC: King Valley

FRANCE: Bordeaux

## **Merlot**

MER-LOW

Deep purple color, sweet aromas. Flavors of cherry and chocolate. Slightly sweet nose. Much less tannin than Cabernet and often blended with it. Cellars well.

SA: Coonawarra WA: Margaret River

FRANCE: Bordeaux

## **Pinot Noir**

PEE-NON-WA

Lighter in color than Cabernet or Shiraz. Lower in tannin. Flavors range from plums to cherries, strawberries and mushrooms. In Australia often "Ox Blood". Regarded as the king of red grapes by wine makers and connoisseurs. It is rarely blended with other reds. Cellars well.

VIC: Yarra Valley, Mornington Peninsula, Bellarine Peninsula, Gippsland SA: Adelaide Hills.

NZ: Central Otago FRANCE: Burgundy, Champagne.

## **Grenache**

GRE-NASCH

Deep tawny color. Rich spicy aromas. Flavors of red currants, stewed plums, cinnamon and dark chocolate. Becoming more fashionable, excellent with gamey meats . Cellars well.

SA: McLaren Vale, Barossa Valley

FRANCE: Rhone Valley

## **Other red varieties grown in Australia include :**

Zinfandel (WA), Cabernet Franc (VIC), Nebbiolo (VIC, Barbera (VIC), Sangiovese (VIC)

## **Sparkling wines.**

These are wines that have carbon dioxide (CO<sub>2</sub>) gas in them.

The main types of grapes used to produce sparkling wines are Chardonnay and Pinot Noir (skins are removed).

For Champagne the ONLY 3 grape varieties allowed to be used are: *Chardonnay, Pinot Noir and Pinot Meunier*.

### **The carbon dioxide can occur through:**

#### **Natural carbonation**

The CO<sub>2</sub> bubbles occur during the second fermentation process **in the bottle** and are thus trapped. These wines are called **Sparkling wines**.

Champagne is Sparkling wine from the region of Champagne in France. Only sparkling wines from this region may be called champagne.

Well known brands of Champagne are: Moët et Chandon (pronounced **Mou-ett** NOT Moey), Bollinger, Piper Heidsieck, Krug, Roederer.

## **Artificial carbonation**

Occurs through direct injection of CO<sub>2</sub> into still wine. These wines are also called carbonated wines and are much cheaper to produce than sparkling wines.

### **The following terms denote whether the sparkling wine is dry or sweet:**

Brut:            Extra Dry  
Extra Sec:    Dry  
Demi Sec:    Sweet  
Doux:         Very Sweet

### **The following terms are used to describe the grape varieties used in the bottle:**

Blanc de Blanc – Only Chardonnay may be used

Blanc de Noir – Only Red grapes mostly just Pinot Noir but may contain Pinot Meunier

## **The following are bottle sizes used in sparkling wine production:**

Piccolo	200ml	
Half Bottle	375ml	
Bottle	750ml	
Magnum	1500ml	(2 Bottles)
Jeroboam	3000ml	(4 Bottles)
Rehoboam	4500ml	(6 Bottles)
Methuselah	6000ml	(8 Bottles)
Salmanazar	9000ml	12 Bottles)
Balthazar	12000ml	(16 Bottles)
Nebuchadnezzar	15000ml	(20 Bottles)

## **Opening a bottle of Sparkling Wine**

Step 1. Always check that the bottle you are taking to the table is the correct one. Beware of confusing the much more expensive Vintage with the cheaper Non Vintage.

Step 2. Carry it resting in a napkin which is placed along your left forearm holding the bottle at its base.

Step 3. When you reach the table, excuse yourself and announce the wine by stating the maker, type and vintage/ non vintage to the person who ordered it.

Step 4. Make sure you have an ice bucket by the table.

Step 5. Hold the bottle over the ice bucket in case the cork comes out too quickly. The wine will spill into the bucket rather than on the floor or the table. Pointing the bottle upwards and away from you and all the guests, remove the foil. Untwist the wire cage. You must keep your thumb placed on the cage whilst doing this to prevent the cork from popping out.

Step 6. Remove the wire binding and place into your pocket or into the ice bucket. Immediately place napkin on top of cork, hold it and the cork firmly with your hand and slowly **twist the bottle** with the other until you feel the cork “coming”.

**Do NOT twist the cork.....twist the bottle.**

Step 7. Allow the cork to come out slowly, always covering it with your napkin to prevent it from escaping too quickly. The cork should be removed with a slight fizzing sound **NOT** a pop. Proceed to pour as you would with wine.

DO NOT pour more than 2/3 into the glasses to prevent the sparkling wine from warming.

Never rest the bottle neck on the rim of the glass.

Beware of over pouring which will lead to spills.

Always place sparkling wine and champagne into an ice bucket with napkin wrapped around it.  
(To allow you to dry the bottle before top ups).

## **Wine and food combinations:**

### **Soups**

**Clear broths** with Sherry,

**Cream soups** with Chardonnay or Semillon

### **Barbecued meats**

**Chicken, seafood and lighter red meats** with rich and full flavored white wines such as Chardonnay, Viognier or Semillon; and medium bodied reds such as cool climate Syrah, Pinot Noir or Grenache

**Strong flavored meats and game** with Shiraz and Cabernet Sauvignon

### **Curries and duck**

Pinot Noir

### **Spicy hot foods**

Gewürztraminer, slightly fruitier styles such as Chenin Blanc, Viognier, German Rieslings

### **Rich creamy sauces**

Full bodied whites such as Chardonnay, Semillon, Marsanne

### **Rich red sauces**

Softer style reds such as Pinot Noir, Grenache and Shiraz

### **Antipasto**

Varies from Sauvignon Blanc to un wooded Chardonnay, Rosé, Grenache and Pinot Noir

## Japanese Sushi

Fino or Manzanilla Sherry, Sparkling wine, Australian Riesling

## Seafood

**Calamari and mussels** with Sauvignon Blanc

**Oysters** with Champagne, Chardonnay (Chablis) or Australian Riesling,

**Scallops** with German Riesling, Chenin Blanc,

## Fish

**Full flavored fish** such as Marlin, swordfish or tuna with either Chardonnay, Rose or a light Pinot Noir.

**Grilled white fleshed fish** such as Whiting, Dory with Riesling or Sauvignon Blanc

## Pasta

**Cream sauces** for Chardonnay

**Meat sauces** for Shiraz

## Cheese

**Red mould** washed rind with Shiraz or Cabernet Sauvignon

**Goat cheese** – Sauvignon Blanc, Chenin Blanc,

**Parmesan** - rich Shiraz or Champagne,

**White Mould** Brie, Camembert with Chardonnay,

**Blue cheese** with Muscat or Tokay,

## Desserts

Sauternes, Muscat, Tokay, Champagne Doux

## **Fortified wines.**

These are wines which have had brandy added to them to increase the alcohol content.

Sometimes sugar or grape juice is also added to increase the sweetness. The alcohol content ranges from 18% - 22 %

## **Fortified wines can be either**

APERITIFS – drunk before the meal    OR  
DIGESTIVES – drunk after a meal

## **Types of Aperitifs:**

### **Sherry**

Originates from Jerez (HEREZ) in Spain.  
Produced from white grapes which are fermented and have brandy added. May be blended with other sweet white wines and then matured over many years in oak barrels.  
Types of Sherries include: Fino, Manzanilla, Amontillado, Oloroso,  
Sherries should be served chilled.  
Standard measure for sherry is 60ml

## **Vermouth**

VER-MOOTH

Originates from Italy. It is usually a bland white wine which is infused with various herbs and spices including clover, coriander, oregano, cinnamon and juniper. Brandy and grape juice are added.

The main types are:

**Rosso** (dark, sweet with strong herb flavors),

**Bianco** (medium sweet with spicy flavor)

**Dry** (dry and pale colored with a lighter flavor).

Usually served on ice with slice of lemon.

Important part of Martini cocktail.

Standard measure for pouring is 60ml.

## **Dubonnet**

DOO-BON-AY

Originates from France. Pale red color with flavor of quinine and other herbs, it has brandy added to it. Served neat, on ice or with soda, Standard measure is 30ml.

## Types of Digestives:

### **Port**

Originates in Portugal. Sweet red wine that has brandy added to it. It is then left to mature in oak barrels for at least 2 years. (There is also some White Port but it is very rare.)

#### **There are three main types of Port:**

VINTAGE: From a single vintage, it can be decades old. Once opened it should be drunk within a couple of days. Treat it like an old bottle of wine. Often needs decanting. Vintage Port is matured in the bottles.

TAWNY: Lighter in color, blended from many vintages, aged in wood casks for at least 6 – 7 years. Can be open for several days before needing to be drunk.

RUBY: Is a blended fortified wine with minimal barrel maturation (simple everyday Port)  
Standard serving measure is 60ml

### **Madeira**

### **MAD-EERA**

Originates from the island of Madeira which is a Portuguese Territory. Can have a burnt flavor due to the wine being matured at varying temperatures of up to 45 degrees during the winemaking process. This gives the wine longevity and maturity. Some Madeira's can reach ages of more than 100 years old.  
Standard serving measure is 60ml

## **Muscat**

## MUSS-KAT

Mainly a dessert wine style from France. Made from the Brown Muscat grape. Brandy is added to either white or red Muscat and then matured in oak in a warm environment.

Types of Muscat's are:

Orange (white color)

Brown (red color).

In Australia the Rutherglen area produces some of the finest Muscat's in the world.

Standard serving measure is 60ml.

## **Tokay**

## TOE-KAY

Tokay is made as a dessert wine. The muscadelle grapes originate from Hungary and are blended with brandy and grape juice. The amount added determines the sweetness and quality of the resulting wine. Some bottles have recently been auctioned which were more than 350 years old.

Standard serving measure is 60ml .

## **Wine waiters role**

The French word for a wine waiter is a “Sommelier”.

They are responsible for ordering and maintaining wines sold in a restaurant and usually have an extensive knowledge about wine and food combinations.

A good wine waiter understands that customers can be very fussy about the wine they drink, just as they are about the food they eat.

A wine waiter has to understand their wine lists. They need to have good selling skills.

They need to have a thorough understanding of the practical aspects of serving wine at a table.

A wine waiter should always carry the following tools of the trade:

- Service cloth or napkin
- A waiters friend -which is a corkscrew, pen knife and bottle opener
- Box of matches to light candle for decanting
- Pen

## **Serving of Pre-Dinner drinks (Aperitifs)**

The first contact a Sommelier has with a guest is immediately after they have been seated.

They will introduce themselves and suggest an aperitif which is a pre dinner drink designed to stimulate the taste buds and prepare the diner for the meal ahead.

The approach to selling an aperitif could be as follows. "May I organize a pre dinner drink for you.....perhaps a Gin and Tonic or a glass of Champagne? Our Champagne by the glass this month is Pol Roger"

Popular aperitifs are:

- Champagne
- Campari
- Pilsner
- Spirit and mixer such as Bacardi and Soda
- Non cream based cocktails

## Tray service of drinks

During service all drinks and glasses must be carried to and removed from the table using a tray which has a non slip surface.

This tray is **ALWAYS** carried in the left hand regardless of whether the waiter is left or right handed.

The reason for this is because all drinks are placed to the right of the customer from their right hand side (RHS).

It is imperative that when the order is taken a note is made as to who ordered which drink.

DO NOT auction off the drinks:

“Excuse me, who ordered the glass of red?”

This is an unprofessional and unacceptable service strategy.

Avoid placing the wrong drink in front of a customer.

Make it a habit to verbally announce the drink as you place it: "Your glass of Pol Roger sir"

Make sure you handle stemmed glasses on the stem only and non stemmed glasses on the bottom third of the glass.

**NEVER** place your fingers near the rim of the glass.

**NEVER** place your fingers inside the glass when clearing. This practice is unhygienic and unacceptable.

## **Suggestive selling and Up-selling**

Suggestive selling is when you suggest to a customer a product or service.

Up selling is when you sell a higher priced version of a product or service they have ordered.

A wine waiter does more than just take orders.

They have to be skilled in the processes of suggestive selling and up selling.

These skills need to be developed and practiced constantly.

As the selling skills are improved, the service skills will improve and confidence will increase.

This will provide opportunities to expand sales.

### **When approaching customers for a wine order**

DONT ask questions which can be answered with a "Yes" or "No".

DONT ask: "Would you like a drink to start with?" or "Do you want any more wine?"

Try the suggestive selling approach of:

"May I organize a drink for you? Our house cocktail today is a Testarossa which contains....."

"We have just received a new beer from Austria. It's called Trumer and has won some major international awards"

"May I suggest a Gin and Tonic? We stock Grey Goose for something special?"

## **Taking wine orders**

Once the food order has been taken, the customer will be ready to choose a wine.

The idea is for the wine to match the food that has been ordered.

Before taking the wine order, the Sommelier must have knowledge of the food that has been ordered by that table.

"I just checked your food order; may I suggest a suitable wine for your meals? Perhaps a glass of Riesling with the Calamari salad followed by a bottle of Heathcote Shiraz with the lamb and the sirloin?"

or:

"Another bottle of Heathcote Shiraz or would you prefer to see the wine list again?"

There are no set rules that must be obeyed when choosing wine.

There are some guidelines regarding the sequence of wines and how a wine can help to complement foods.

The sequence is generally:

- White wines before red wines
- Dry wines before sweet wines
- Young wines before old wines.
- Lighter style wines before full bodied wines.
- Light tasting food with light delicate wines
- Strong tasting meals with full bodied wines.

### **The opening of a bottle of wine at a table.**

Once the order has been taken, you need to confirm the vineyard, grape variety and vintage.

The order must be placed as quickly as possible.

Where necessary, glasses need to be adjusted.

Wine is picked up from the bar confirming vineyard, grape variety and vintage.

It is carried to the table leaning on a napkin resting against your left forearm.

**NEVER** carry a bottle of wine by its neck. It looks very unprofessional and disrespectful of the wine.

Remember: Someone has worked for a year to produce this bottle!

Present it to the person who has ordered it by stating: the vineyard, grape variety and vintage. "Excuse me Sir/Madam, your Heathcote Shiraz 1998"

Once the guest nods their approval, the bottle is opened in the following way.

### Step 1.

Using the blade on your waiter's friend cut the capsule of foil underneath the drip rim. Remove the cap and place into your pocket.

### Step 2.

Close the knife. Open the thread and put the tip of it on an angle into the centre of the cork.

### Step 3.

Apply slight pressure and twist in straight until only two twists on the corkscrew can be seen. Secure the lever to the lip of the bottle and support firmly with your hand.

Pull the body of the waiter's friend firmly upwards in a lever action ensuring that your other hand keeps the lever firmly anchored on the rim.

Keep pulling until cork is  $\frac{3}{4}$  **out**.

Using your index finger and thumb, twist the rest of the cork out of the bottle. There should be no noise when the cork is removed.

Under no circumstance should you place the bottle between your legs to remove the cork.

If the cork breaks, re-insert the thread on an angle, push thread against edge of bottle and pull out.

#### Step 4.

Before serving the wine, the mouth of the bottle is wiped with the serving cloth to remove any pieces of cork or deposits.

## **Pouring wine for guests at a table.**

The Sommelier stands to the right of the person who ordered the wine and pours approx. 50ml of wine into their glass.

The guest will inspect the wine and once tasted and approved the Sommelier will continue to pour around the table.

The sequence of serving the wine is:  
Ladies before Gentlemen and the person who ordered the wine (the Host) is served last.

Make sure you pour equal amounts into each glass. The bottle must last for the whole table for up to eight guests.

When pouring, never rest the bottle on the rim of the glass. Hold it just above it.

To avoid any drips on to the table or on to one of your guests, twist the bottle slightly and lift it after each pour.

Whilst the wine is poured, the bottle label must be in full view so guests are able to see what they are drinking.

This ritual is repeated with each new bottle of wine that is served.

If the wine is changed a change of glasses is necessary.

If the customer advises you to "Just Pour" without tasting the wine first, make sure you smell the wine to check for any cork taint.

### **Wine that has been rejected.**

Sometimes bottled wine may be rejected by the customer as Corked or Oxidized.

If it is, the wine should be removed from the table immediately.

Bring a new bottle and start the opening ritual again.

Should the wine be rejected again, offer the wine list to the customer explaining that: "This case is clearly faulty and will be returned to the agent." OR "Meanwhile would you like to select another or would you like me to recommend a suitable bottle for you?"

The incident is then referred to the manager.

## **Decanting wine.**

This means the careful pouring of wine from a bottle into a jug or decanter to leave any sediment in the bottle.

Many older red wines leave sediment in the bottle.

The sediments are a product of the age of the wine and are made up of colorings and tannins (chemicals from the skin, seeds and stalks ) which over the years have been released from the wine.

These wines must be handled very carefully making sure not to disturb these sediments which settle at the bottom of the bottle.

It is your job as the Sommelier to know which of your wines need to be decanted and the best time to do so.

It is essential to show the wine at its absolute best. This will build a trust between the customers and the Sommelier thus making it easier to up-sell next time.

Tools for decanting:

- 1) Burning pillar candle
- 2) Decanting basket
- 3) Decanter

The easiest way of decanting is with the aid of a decanter basket which cradles the bottle in an angle thus preventing the sediment being disturbed.

If you do not have a basket, rest the bottle on a folded napkin slightly elevating the neck.

Remove the cork without standing the bottle upright.

Once opened, lift the bottle and hold it so the neck of the bottle is immediately above the flame of the candle illuminating the wine inside

This will show when the sediment begins.

Hold the decanter in the other hand and pour the wine swiftly and in one continuous motion from the bottle.

Once you can see the sediment moving towards the bottle neck stop pouring immediately. Serve from the decanter.

### **Glassware for wine service.**

All wine glassware must be spotlessly clean.

This will allow the drinker a clear view of the wine, allowing them to appreciate the color and clarity of the wine.

Glasses must be washed in hot water and rinsed in hot water in a designated Glass washer.

NEVER wash glasses in a commercial dishwasher.

Glasses must be polished while they are hot and wet.

Clean and polished glasses are placed directly above the main course knife in a basic a la carte table setting.

If more than one glass is required they are placed from left to right according to their sequence of use (in Australia).

In Europe it is from right to left following the cutlery.

Never fill wine glasses to more than one third of the glass.

This allows the wine to be swirled by the guests to appreciate the "nose" of the wine.

### **Wine bottle storage.**

Wine is best stored under cool, dark, airy conditions that are free from vibration, odors and dampness

The single most important factor is temperature stability.

Temperatures must NOT fluctuate.

The ideal cellar temperature is 12-15°C with a relative humidity of approximately 70%.

DO NOT allow the cellar temperature to exceed 18°C as warm conditions will accelerate the development of the wines and possibly spoil them.

The worst place to store wine is close to motors, cooking appliances or heaters which emit blasts of hot air.

Always store wine bottles lying down to keep the cork wet. This prevents it from drying, shrinking and letting air in at the sides.

Place the bottles in the storage racks with the label facing up. This allows for the easier identification of the wines and prevents the labels from being scratched or torn.

Ensure that the corks are visible. This will allow easy inspection for problems such as leakage. If leakage occurs, use the bottle at the earliest convenience to prevent it from oxidizing.

Aged wine often develops greater complexity. Ageing softens the tannins and “Brings the wine together” meaning it will balance fruit, tannin and acid enhancing the flavors.

If the wine is not stored correctly there may be changes to the flavors and aromas.

The wine will become dull and lifeless and at worst, the wine may be spoiled by oxidation.

## **Wine Terms.**

**Acidity** Refers to the level of acid in a wine. It relates to the sharpness of taste. It can either originate from the grape or be added during the winemaking process.

**Aroma** The fragrance of young wine

**Astringent** A term that describes a wine which makes the mouth pucker. This is caused by the presence of tannins.

**Auslese** A German term describing specially selected grapes

**Balance** Where the components and characters of the wines are in harmony with each other

**Big** Strong and full flavored, usually high in alcohol and tannins

**Body** A wine may be described as either thin or full bodied, depending on its consistency

**Bouquet** The fragrance of matured wine

**Breathing** Describing the process of exposing the wine to air by uncorking it prior to service

**Brut** A term used to indicate a dry style of sparkling wine or Champagne.

**Cloudy** Wine containing floating matter (sediment)

**Cork Taint** A broad term for a range of unpleasant characters that are present in approximately 3 – 5% of wines sealed with a natural cork. It is caused by a bacteria formed in the cork. Affected wines can smell musty or dank.

**Decanting** A process of slowly pouring wine to clear it of its sediment. The process is also used to aerate the wine.

**Delicate** A well balanced wine which is light in flavor

**Dry** A wine which finishes crisp and clean

**Finish** The impression left on the palate once the wine is swallowed

**Fino** A very dry sherry

**Floral** Sensory characteristics reminiscent of flowers.

**Fruity** A light flavor of tropical fruit which can finish tasting slightly sweet

**Grassy** Wines with a herbaceous element similar to grass. These wines are often described as crisp. This term is often used for Sauvignon Blanc and Semillon.

**Intensity** Refers to the level of aromas and flavors present in a wine.

**Juicy** Wines with abundant fruit flavors

**Late picked** Grapes which are left on the vines to increase the sugar level and therefore the sweetness of the wine

**Mouldy** An "off" flavor which is produced by bacterial infection of the grapes

**Nose** Used to describe the wine's aroma or bouquet.

**Oxidized** Refers to wine that has been spoiled by exposure to excessive amounts of oxygen. It occurs as a result of a badly sealed cork or wine being exposed to direct light. They often smell flat and like Sherry. Oxidized white wines are brown gold in color and oxidized reds show a brown color.

**Palate** It refers to either an individual's personal taste or to the taste and structure of a wine

**Pungent** Very aromatic

**Regional** Refers to wines displaying the aromas, flavors and structural attributes that are characteristic of the region in which the grapes were grown.

**Robust** Wine which is full, strong flavored and often high in alcohol

**Sec** French word to describe very dry wine

**Sediment** A harmless deposit that forms at the bottom of a wine bottle when compounds such as acids, tannins and proteins are released from the wine. It is most commonly seen in aged wines.

**Spaetlese** SHPAT-LAYS German word for "Late Picked"

**Tannin** Chemicals in a wine which originate from the skins, pips and stalks of grapes, causing astringency

**Thin** Used to describe a wine which is lacking in palate, weight and roundness

**Varietal** Character of a wine derived from the grapes used

**Vintage** The year the grapes were harvested

**Weight** Refers to the richness of a wine. Wines can be referred to as light, medium or heavy / rich. Using milk as an analogy, full cream milk is heavier in the mouth than skim milk.

**Wine** The fermented juice of grapes

**Yeasty** Aromas and flavors similar to toast. Sparkling wines are often described as yeasty, due to extended aging in the presence of yeast cells called lees.

**Zesty** When a wine has a citrus flavor.