

# *Basic Wine Service*

- *For Dining room staff on M/S Jewel of the Seas*
- *Prepare by Sam Kriengsak*

# Basic Wine Knowledge

- **WHAT IS WINE?**
- “Wine is the alcoholic beverage obtained from the fermentation of the juice of grapes.
- Wine is broken down into different groups of Still Wine, Sparkling Wine and Fortified Wine. Each of these different styles of wine is served in a different manner. Also serving temperature for the wines is different.

# Wine Category

- *Champagne*

- Example -Dom Perignon, Asti Spumante, Korbel Brut.

- *White wine*

- Example –Chardonnay, Riesling, Sauvignon Blanc, Macon Villages, Fume' Blance, Pinot Grigio, Pouilly-Fume', Pouilly-Fuisse'

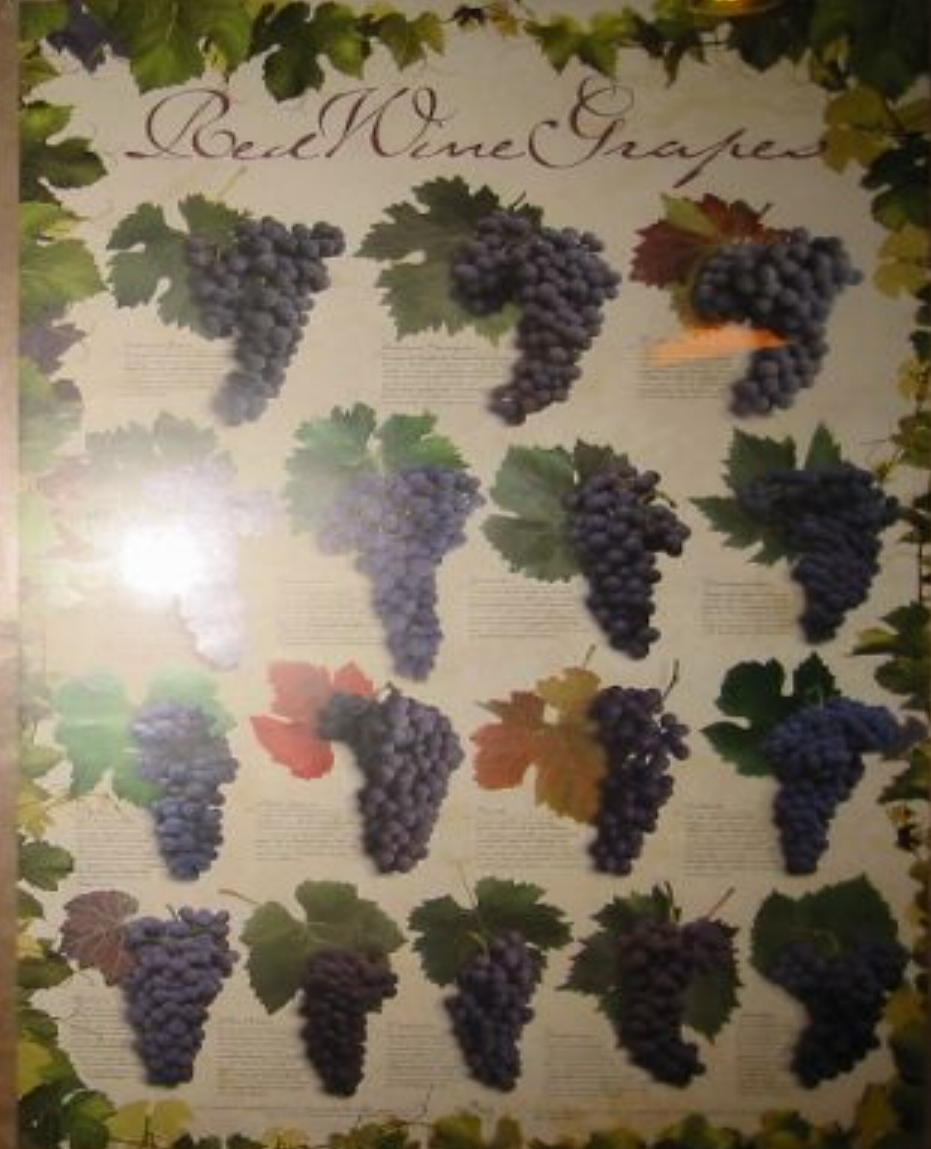
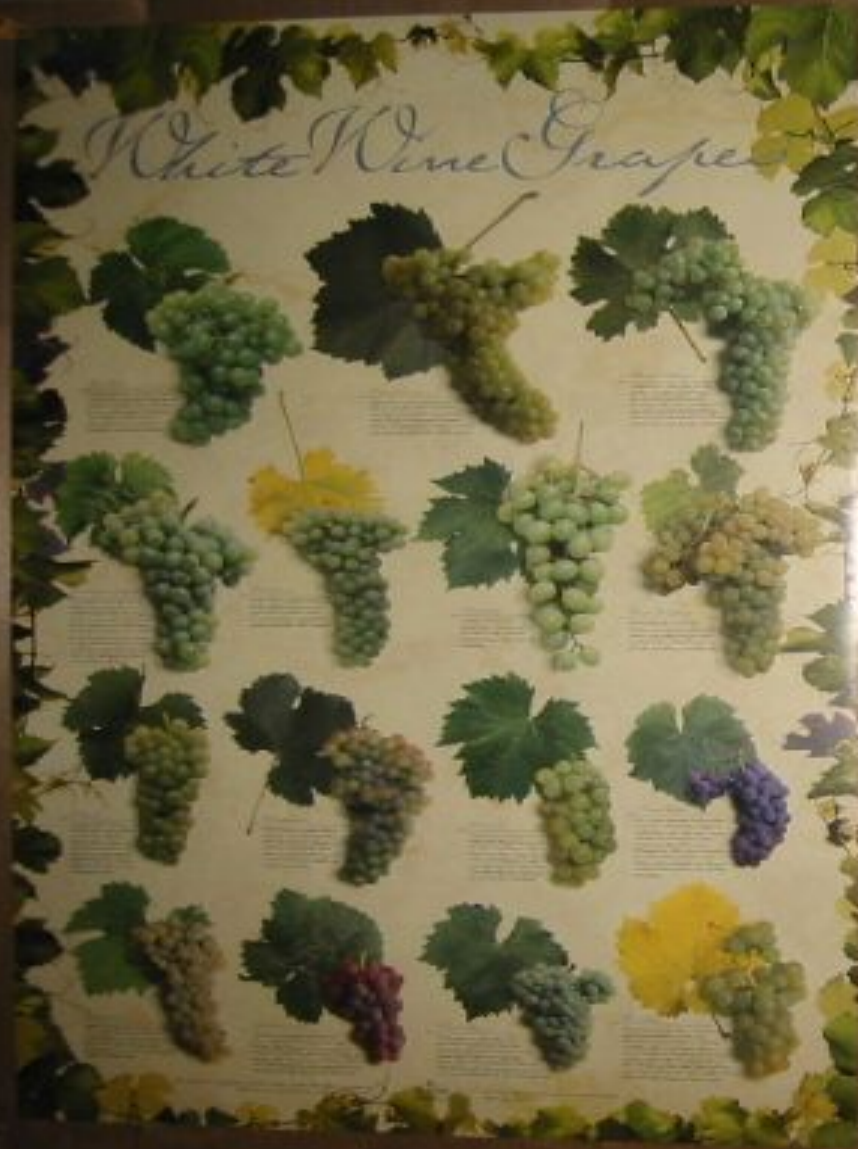
- *Red wine*

- Example- Cabenet Sauvignon, Merlot, Pinot Noir, Shiraz, Chianti, Zinfandel, Beaujolais.

- *Blush wine*

- Example- White Zinfandel

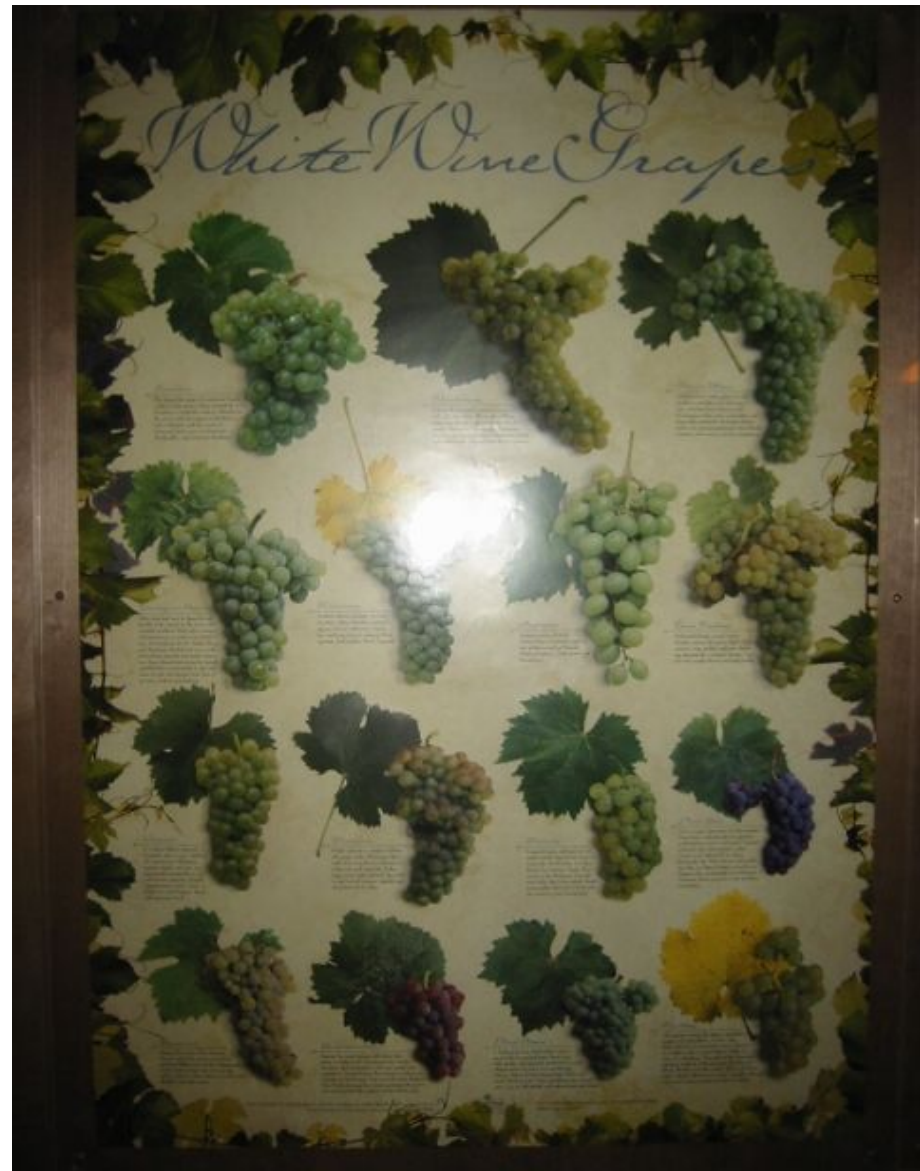
# Grape Varieties used for making wine





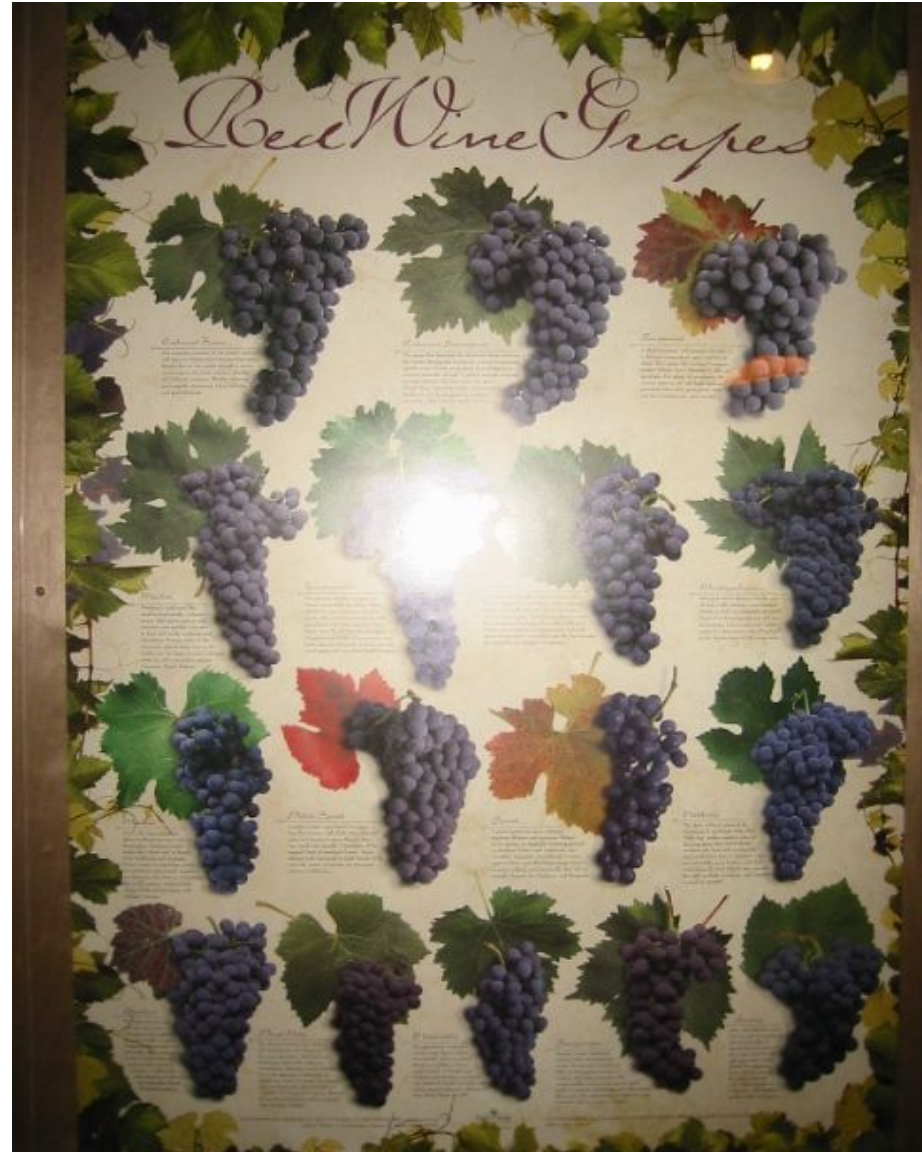
# White Wine Grapes

- Chardonnay
- Riesling
- Sauvignon Blanc
- Pinot Gris
- Muscat
- Chenin Blanc



# Red Wine Grapes

- Cabernet Sauvignon
- Merlot
- Pinot Noir
- Syrah
- Gamay
- Zinfandel



# Wine are named in 2 ways

- 1. Name by Region or appellation (place name), such as Beaujolais. French, Italian, and Spanish wines are often named for the region where they are produced. For example, Rioja wine is produced in Rioja region of Spain.
- 2 Name by Grape variety (by dominant grape used to make them), such as Merlot, Cabenet Sauvignon. U.S.A. produced wines are named for the dominant grape variety.

# 3 Elements or Tasting Wine

- *Color ( how the wine looks)*
- When you look at 2 wines within the same variety, they may appear different. Different colors may indicate: Clarity, age, taste, Winemaking process.
- *Smell ( what the wine's bouquet is like)*
- How wine smells impacts how it taste. To check the bouquet: Swirl wine in glass. Then put your nose in glass and smell. Wine might smell fruity, sweet, spicy, or floral.
- *Taste (the flavors of the wine)*
- After looking at and smelling the wine, it is time to taste the wine and determine the flavor by take a small sip of wine and swirl in your mouth then swallow wine might taste Sweet, Sour, Salty or Bitter.



# Some General Wine Terms

- **Balance** – When a wine’s body flavors, textures, sweetness, bitterness, and acidity seem in harmony **In red wines** , the right mixture of acid, fruit and tannin. **In white wines** , the right mixture of acid and fruit.
- **Acidic** – “Sour” or “Sharp” might describe wines that are not balanced.
- **Breathing** –What a wine does when exposed to air through decanting or swirling the oxidation brings out the flavor.
- **Finish**- The taste that lingers in the mouth after tasting the wine.

# Some wine terms to describe how wine looks

- **Clarity** – Wines can be “clear” or “slightly cloudy” or “cloudy”
- **Color** – White wines range from pale yellow to yellow-gold. Red wines range from dark pink to dark purple.
- **Legs** – The slow dripping sliding down the sides of a wineglass after swirling the wine.

# Some wine terms to describe how wine smells

- *Aroma* – The smells that come from the grape variety; before fermentation.
- *Bouquet* – Refers to the smells that come from a combination of the grape, the fermentation process, and the aging process.
- *Nose* – The way a wine smells.
- *Fact: Smelling may be the most important in tasting wine. If you like the smell, you'll like the taste.*

# Words that describe smell and taste

- **Corky** – Unpleasant smell and taste from a rotting cork.
- **Dry**- Not sweet; no taste of sugar.
- **Sweet**- Opposite of “dry” usually wine gets sweetness from natural sugar in grapes.
- **Fruity** – Wide range of fruit flavors includes lemon, melon, and cherries.
- **Acidity**- The amount of acid in a wine.
- **Body**- How the wine feels in the mouth (light, medium, or full).
- **Brut** – Describes the driest champagne or sparkling wine.
- **Oaky** – Taste of wine gets after being fermented or aged in oak barrels.



# Rules for pairing food with wine

- *There are no fixed rules for pairing food with the right wine but there are guidelines by following.*
- Light foods such as fish and white meat with white wine.
- Heavy foods such as beef and pasta with meat sauce with red wine.
- Champagne with all foods, including desserts.
- *Remember if guests know what they want, give it to them do not try to change their minds*

# Prepare to sell wine

- Review the dinner menu and the wine list for the evening. Review all information wine categories (white, red blush) bin number, name of wine , winemaker, price, description (color, smell, taste)



# Introduce & Recommend

- Introduce yourself (first night)
- Tell your guests you are responsible for wine service as well as food service call attention to the Wine list.
- Recommend the wine that match with the meal used some words such (light, rich, fruity, crisp, dry, well balanced, full bodied) to describe wines.



# Write and present a check

- Confirm the order with the guest by repeating the bin number and name of wine. Write all necessary information on the check after confirming the order.
- Pick up the wine from Cellar Master ensure to get the correct wine that guest ordered.

The image shows a Royal Caribbean International check form. At the top is the Royal Caribbean International logo. Below it is a table with columns: REFERENCE NUMBER, DEPT, PERG, LDC, TIME, and DATE. The 'REFERENCE NUMBER' column contains the handwritten number '9190456'. The 'DEPT' column contains the handwritten code 'T 4150'. Below the table, there is a section for handwritten notes. It says '1 BOTTLE # 415', followed by a calculation: '= \$ 27.00' and '+ 15 %'. Below this, it says 'Thank You'. At the bottom of the form, there is a section for the guest's name and signature. It says 'NAME (PLEASE PRINT)' followed by 'MR. ROBINSON JAMES'. Below that is a line for the 'SIGNATURE' with a handwritten signature. To the left of the signature is a small 'X' mark. Below the signature is a line for 'FOLO #' with the handwritten number '38144667'. To the right of the signature is a line for 'CABIN #' with the handwritten number '8580'.

REFERENCE NUMBER	DEPT	PERG	LDC	TIME	DATE
9190456	T 4150				

1 BOTTLE # 415  
= \$ 27.00  
+ 15 %

Thank You

NAME (PLEASE PRINT) MR. ROBINSON JAMES  
SIGNATURE [Handwritten Signature]  
X  
FOLO # 38144667  
CABIN # 8580



# Serving Wine

- After pick up wine from the wine cellar present wine bottles to the host by stand to the left of the host to show the bottle, but to move to the right of the host to serve the wine.



# Prepare the bottle

- Cut foil below the second rim of bottle.
- Stand near the host when you open the bottle.
- Remove the cork by place corkscrew point in the middle of cork turn firmly until no spirals are visible and pull the cork up slowly.
- Remove cork from corkscrew and place in front of host.



# Pour wine

- Allow host to sample by pour 2 oz of wine into the wine glass and wait until host approves the wine.
- Serve in correct order move clockwise ladies, gentlemen, and the host.
- Pour approximately  $\frac{1}{2}$  glass or reduce the amount if more number of guests want to share a bottle of wine.
- Place red wine in front of the host and white wine in wine bucket.



# Serving Champagne

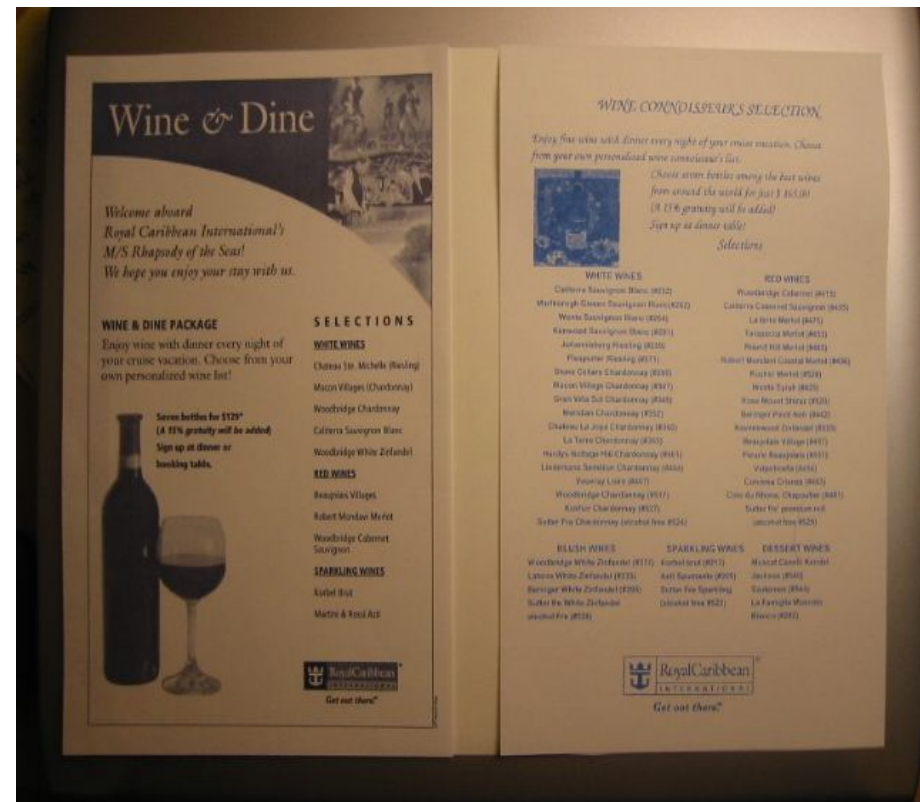
- Following the same steps as serving wine except to open the bottle.
- To open the bottle keep the bottle at a 45-degree angle and point the bottle away from yourself and others .
- Remove the foil from the cork untie and loosen the wire around the cork keeping the big thumb on top of the cork gently move the bottle to loosen the cork.





# Increasing your income

- You can increase your income by serving more wine.
- Set goals each meal how much wine you want to sell.
- Sell bottles of wine instead of glasses whenever possible.
- Refill wineglasses continually and sell wine throughout the meal.
- Tell guest about the Wine and Dine package.



*Some Detail and  
information of wine*

# Korbel Brut, California

- By: Korbel Winery, Sonoma country CA
- Grape variety: Chardonnay, Pinot Noir, Pinot meunier.
- Flavor Descriptions: Light crisp sparkling with a combination of freshness fruite flavors.
- Food Match: It is delightful wine for all variety of food and dessert.



# Chateau St. Michelle

- **By:** Chateau St. Michelle winery, Washington St.
- **Grape variety:** Riesling
- **Flavor descriptions:**  
This Riesling has light crisp citrus flavor enhance of peach, ripe apricot.
- **Food Match:** Enjoy with a variety of food  
Grilled chicken, Pasta, Salad and all spicy and Oriental dishes.





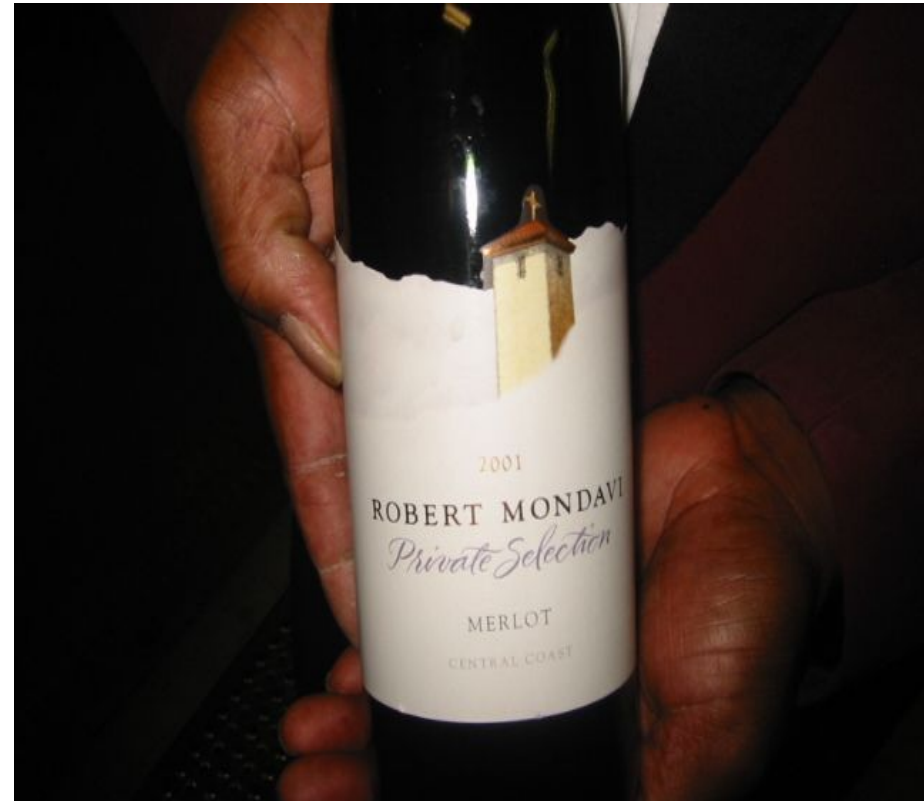
# Woodbridge Chardonnay

- **By:** Robert Mondavi Ca.
- **Grape Variety:** 93% Chardonnay and 7 % other grape varieties.
- **Flavor descriptions:**  
With lush layers of pineapple, mango, pear and Meyer lemon.
- **Food Match:**  
Chardonnay is traditionally served with lighter meats, including fish, chicken, pork and veal, with cream sauces.



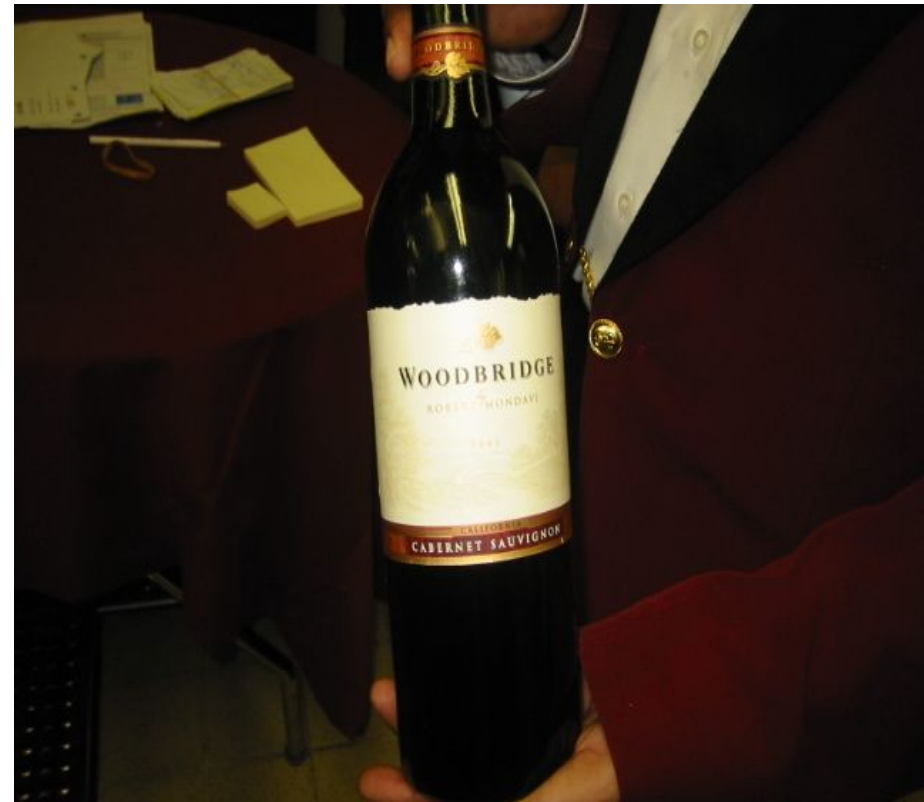
# Merlot Coastal

- **By:** Robert Mondavi
- **Grape Variety:** 97 % Merlot and 3 % other red grape varieties.
- **Flavor descriptions:** This Silky Merlot has aromas of fresh ripe plums and berries with a smooth finish.
- **Food Match:** Roasted Rack of lamb, Pastas, Barbecued, Roasted beef, hearty stews and Roasted Chicken.



# Woodbridge Cabernet Sauvignon

- **By:** Robert Mondavi Co.
- **Grape variety:** 88% Cabernet sauvignon 5% Zinfandel, 9% other red varieties.
- **Flavor descriptions:** Rich blackberry, plum and spice notes. Hint of oak on the finish.
- **Food Match:** Especially delicious paired with grilled steak or roasted meat hearty soup or stews and strong cheese.



# Caliterra (Cabernet Sauvignon)

- By: The Maipo valley, South of Santiago Chile.
- Grape variety: 95 % Cabernet Sauvignon and 5% Merlot.
- Flavor Descriptions: Dry, Spicy fruit aromas, soft tannins, smooth texture, and long creamy finish.
- Food Match:
  - Roast duck, Grilled Fillet mignon and Rack of lamb.





# Woodbridge White Zinfandel

- **By:** Robert Mondavi Co.
- **Grape Variety:** 97 % Zinfandel and 3 % Muscat.
- **Flavor Descriptions:** Fresh strawberry, ripe apple and watermelon, with spice. Light sweet flavors balanced with crisp acidity.
- **Food Match:** With all variety of food, cold meats, pasta, salad, cheese, and fruit.















