

TVET CERTIFICATE V in FOOD AND BEVERAGES

MANAGING OF THE SALE AND SERVICE OF WINES

FBSM501

MANAGE THE SALE AND SERVICE OF WINES

Competence



Credits: 10

Learning hours: 100

Sector: HOSPITALITY AND TOURISM

Sub-sector: FOOD AND BEVERAGE SERVICE

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Purpose statement

This module is intended for certificate V learners. At the end of this module, learners will be able to research and select wines to meet business objectives, to monitor wine management, system and to develop and extend wine skills.

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Learning unit1. Search and select wines to meet business objective

L.O1.1. Identify business objectives in relation to sales and service of wine.

❖ Content /topic1: Objectives of selling wine:

A nice bottle of wine increases your check average and enhances your guests experience like nothing else. To be able to sell wine you need knowledge! Learn the wine list in the restaurant very well!

Their objectives of selling wine are:

- Expansion of Wine Sales
- Image in The Marketplace
- Profitability
- Entrance into New Markets
- Changes in Product Offerings
- Entrance into New Markets
- Special Promotions
- Strategic Alliances with Suppliers and Customers

❖ Content /topic2: Wine selling techniques:

The wine selling techniques are:

- Special occasion products,
- Function packages.
- Promotional activities.

L.O1.2. Research on wine products, trends and market characteristics.

❖ Content /topic1: Wine producing countries

The best countries to produce wines are:

- France
- Germany
- Italy
- Spain
- Portugal

➤ **Wine Basics:**

- ✓ The white wines of Germany: Riesling, Gewürztraminer, Müller-Thurgau and Silvaner
- ✓ The white wines of Italy and Spain: Both Italy and Spain produce world class white wines but traditionally, white grapes are planted in colder (more northern regions) while red grapes are planted in warmer (more southerly regions). Pinot Grigio and Rias Baixas are examples of world class wines from Italy and Spain respectively
- ✓ The red wines of France: There are three major red-wine producing regions in France:
 - Bordeaux : Cabernet Sauvignon, Merlot, Cabernet France
 - Burgundy: Pinot Noir
 - Rhône: Syrah, Grenache
- ✓ The red wines of Italy: There are three major red-wine producing regions in Italy:
 - Piedmont: Nebbiolo, Barbera, Dolcetto
 - Tuscany: Sangiovese
 - Veneto: Corvina, Molinara, Rondinella
- ✓ The red wines of Spain: There are three major red-wine producing regions in Spain:
 - Rioja
 - Ribera Del Duero
 - Cataluña
 - Rioja: Tempranillo, Garnacha
 - Ribera Del Duero: Tempranillo (Tinto fino)
 - Cataluña: Cariñena.

New World wine regions.

- ✓ California,
- ✓ Oregon
- ✓ Washington
- ✓ Australia
- ✓ New Zealand

❖ **Content /topic2 :Wines and their products.**



Figure 1: Wines products



Figure 2: Wine selection.

- ✓ Selection of specific vintages for cellaring purposes.

- **The purpose of wine cellar:**

Wine cellars protect alcoholic beverages from potentially harmful external influences, providing darkness, constant temperature, and constant humidity. Wine is a natural, perishable food product issued from fermentation of fruit. Left exposed to heat, light, vibration or fluctuations in temperature and humidity, all types of wine can spoil. When properly stored, wines not only

maintain their quality but many actually improve in aroma, flavour, and complexity as they mature. Depending on their level of sugar and alcohol, wines are more or less sensitive to temperature variances; wine with higher alcohol and/or sugar content will be less sensitive to temperature variance.



Figure 3: *Wine cellars*

- ✓ Wine lists: Wine list is an organized method of informing the guest about the wines that are sale in the restaurant. There are many types of organizational system for a wine list, some traditional and others more contemporary. Aside from how the list organized for the gust, there needs to be organization in the storage area in order to find the wine a customer orders, also a wine list: Is typically organized into sections. A restaurant offering few selections may organize its list in two groups (red wine and white wine) whereas a larger wine list may have several sections, including any of the following:

- + White wines
- + Red wines
- + Rosé wines
- + Dessert wines

Advantage of wine list development such as:

- Album win list advantage are:
 - + Each page can prevent country and colour
 - + Easy to read
 - + Easy to replace wines that are finished

Disadvantages are:

- + Long reading
- + Big wine list
- + Wine list for establishments with a lot of wine
- Large page wine list advantage are:
 - + Spectacular wine list (good appearance, good look)
 - + All wines are seen on look

Disadvantage are:

- + The choice is complicated
- + Difficulty in reading as well as wines are on 1 page
- + Wine list used by the establishment with few wine

✓ Wine testing:

Wine tasting: Is the sensory examination and evaluation of wine. While the practice of wine tasting is as ancient as it has, also when the subject of wine tasting arises, the most common response is “Know how to taste wine “ certainly drink enough of it” but wine drinking and wine tasting are as similar as eating dinner and trying to replicate a chef’s recipe, ingredient by ingredient.

One is for pleasure, the other is for analysis in the role of sommelier it is important to be able to analyse a wine for its attributes and quality, more than for simple enjoyment, in order to make informed choices for the customer’s pleasure.

Tasting sequence: There is commonly accepted correct sequence for tasting wines. The wine are poured or tasted, in the following order:

- + White wine before red wine
- + Light bodied wines before fuller bodied wine
- + Sparkling wine before still wine
- + Dry before sweet wine
- + Young before older wine
- ✓ Steps of wine tasting: There are 4 steps to wine tasting:
 - + Look: A visual inspection of the wine under neutral lighting.
 - + Smell: you use your nose for example breathing through your nose.
 - + Taste: here you taste wine by using tongue.

- ✚ Conclusion: Make decision.

❖ **Content /topic3 :Wine vinification process :**

- ✓ Wine processing consists of five steps:
- ✚ Harvesting of grapes: This is gathering grapes and transporting them to the pressing house.
- ✚ Crushing and pressing: The grapes are pressing to obtain the juice. The juice is called the “Must”
- ✚ Fermentations: This is process where the Yeast converts Sugar to alcoholic and Calbon dioxide.
- ✚ Roacking: This is the process of removing the insoluble residuals know as lee.
- ✚ Fining: This is the stage of further clarification and purification. The fining used are egg white.
- ✚ Filtering: This helps remove suspended particles which cause cloudiness in the wine to make it clear.
- ✚ Maturing: This is keeping the wine in oak cask until they reach maturing.
- ✚ Blending: By blending wine of one year with another a standard acceptable wine is developed with right amount of acidity tanning content.
- ✚ Bottling and Aging: It is done in glass bottles and in the bottles have district shape depicting the country of origin.
- ✚ The wine is filled up to the underside of corks, as to leave no air space.

❖ **Content /topic4; Factors that influence the quality and final taste of wine.**

The same vine variety, grown in different regions and processed in different ways, will produce wines of differing characteristics.

- ✓ The factors that affect the quality and final taste of wines are:
 - Climate and microclimate
 - Method of wine making –vinification
 - Nature of the soil and subsoil

- Luck of the year –vintage
- Vine family and grape species •vine family and grape species
- Ageing and maturing process
- Method of cultivation –viticulture
- Method of shipping or Transportation
- Composition of the grape(s)
- Storage temperature.
- Yeast and fermentation.



Figure 4: *Wines products*

❖ **Content /topic 5:types of wine**

Wines are divided into 4 types:

- Light or table or still beverage wines (White, Rose and Red)
- Sparkling wines (Champagne)
- Fortified wines (Sherry, Port and Madeira)
- Aromatic wines (Vermouth and Aperitif)
- Flavored with herbs, roots, flowers and barks

. Light table wines is included like:

•Red Wines:

✚ Made from red grapes.

- ✚ Coloring from grape skins

- ✚ Cabernet Sauvignon, Gamay, Merlot, Pinot Noir, Sangiovese, Shiraz/Syrah, Tempranillo, Zinfandel

- Rose wine:

- ✚ Actually a category of red.

- ✚ Remove skin early in fermentation.

- White Wines:

- ✚ Made from white grapes.

- ✚ Age and mature faster than red wines.

- ✚ Chardonnay, Chenin blanc, Gewürztraminer, Pinot Blanc, Pinot.

- ✚ Gris/Pinot Grigio, Riesling, Sauvignon Blanc, Semillon.

- . Sparkling wines:

Second fermentation is made when the carbon dioxide gas (CO₂) which is produced during fermentation is imprisoned in the wine and not allowed to escape. E.g. Martini brut, Henkell trocken, (Moët & Chandon, Charles Heidsieck).

Sweetness in sparkling wine.

- ✚ The dryness or sweetness of the wine is indicated on the label:

- Extra brut –very dry.

- Brut –dry.

- Sec –medium dry • Sec –medium dry.

- Demi-sec –medium sweet.

- Demi-doux –sweeter.

- Doux –luscious.

Other sparkling wine terms

- Vin mousseux: sparkling wine other than Champagne.
- Méthode traditionnelle: sparkling, made by the traditional method.
- Pétillant/perlant: slightly sparkling.
- Crémant: less sparkling than mousseux.

3. Fortified Wines:

Are wines to which has been added grape spirit to bring Alcoholic content from 15% up-to 22%. E.g. sherry, port wine

4. Aromatized wines:

These are wines which have been fortified and infused with herbs and other substances (fruits, vegetables) in order to obtain a characteristic flavour and colour. E.g. Cinzano red, martini bianco Vermouths

➤ The four main types of vermouth are:

- Dry vermouth: often called French vermouth or simply

French (as in Gin and French). It is made from dry white wine

That is flavoured and fortified.

- Sweet vermouth/bianco: made from dry white wine,

Flavoured, fortified and sweetened with sugar or mistelle. Flavored, fortified and sweetened with sugar or mistelle.

- Rosé vermouth: made in a similar way to Bianco, but it is

Less sweet and is colored with caramel.

- Red vermouth: often called Italian vermouth, Italian or more

Often 'It' (as in Gin and It). It is made from white wine and is flavored, sweetened and colored with a generous addition of caramel.

❖ **Content /topic 6:Faults in wine:**

Faults occasionally develop in wine as it mature in bottles. Now-days through improved techniques and attention to detailers regarding bottling and storage faulty wine is a rarity.

Some of the more types of faults wines and their causes are:

- **Corked wines:** these are wines affected by a diseased cork caused by bacteria action or excessive age. Example: TCA (Trichloro-anisole or cork taint), Causes the wine to taste and smell foul (Polluted), this is not to be confused with cork residue in wine which is harmless.
- **Maderization/ oxidation:** this is caused by bad storage leading to too exposure to air often because the cork has dried out. The colour of the wine brown or darkens or taste slightly resembles that of Madeira, hence the name the wine taste spoilt.
- **Acetification:** this is caused when the wine is over exposed to air. the vinegar microbes develop a film on the surface of the wine and acetic-acid is produced, making the wine taste sour, resembling wine vinegar.
- **Tartar flake:** this is the crystallization of potassium bitartrate. This crystal like flakes, sometimes seen in white wines, may cause anxiety to customers as they spoil the appearance of the wine, which otherwise perfect to drink. If the wine is stabilized before bottling, this condition should not occur.
- **Excess sulphur dioxide (SO₂):** Sulphur dioxide is added to wine to preserve it and keep it healthy. Once the bottle is opened, the smell will disappear, after a few minutes the wine is perfect drinkable
- **Secondary fermentation:** this happens when traces of sugar and yeast are left in wine in the bottle. it leaves the wine with an unpleasant , prickly (smooth) taste that should not be confused with the patillantor spritzing characteristics associated with other styles of healthy and refreshing wines.

- **Foreigner contamination:** examples include splintered or powdered glass caused by fruits bottling machinery or re-used bottles which previously held some kind of disinfectant.
- **Hydrogen Sulphide (H₂S):** The wine smells and taste of rotten .Hydrogen Sulphide (H₂S): The wine smells and taste of rotten. (Bad) eggs and should not be drunk.
- **Sediment, lees, crust or dregs:** this is organic matter discarded by the wine as it matures in the cask or bottles. It can be removed by racking, fining, or in case of bottled wine, by decanting.
- **Cloudiness:** This is caused by suspended matter in the wine that disguises its true colour. It may also be caused by extreme in storage temperature.
- **About the grapes**

A grape is defined as any of numerous woody vines of genus *Vitis* bearing clusters of edible berries. And it consists of a number of elements:

- **Skin:** which provide tannins and colour.
- **Stalk:** which provides tannins
- **Pips:** provide bitter oils.
- **Pulp:** contains sugar, fruit acids, water and pectin.

The yeast required for the fermentation process is found on the outside of the grape skin in the form of a whitish bloom.

The colour in wine comes mainly from the skin of the grape and is extracted during the fermentation process. Red wine can only be made from red grapes. However, white wine can be made from white or red grapes, provided that, in the case of red grapes, the grape skins are removed before fermentation begins fermentation process. Red wine can only be made from red grapes. However, white wine can be made from white or red grapes, provided that, in the case of red grapes, the grape skins are removed before fermentation begins.

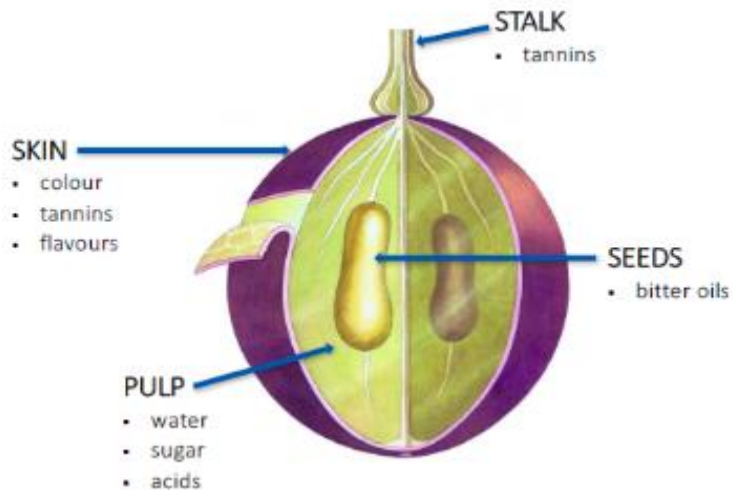


Figure 5: Parts of grape

European grapes in the New World:

As previously mentioned, learning the grapes grown in the wine region is the key to understanding Old World wines

All of the above mentioned varieties have been attempted in the New World wine regions

The French varieties are by far the most important and have come to be known as the “International varieties”.

L.o 1.3: maximize business opportunities through the development of wine related products and services, including wine lists that support business objectives and profitability.

❖ **Content /topic 1: Wines and food matching:**

Matching food and wine; the following general point may be followed when advising the customers on which beverage to choose to accompany a meal.

However, it the customers should be given complete freedom in their selection of wine and other beverages:

- Fish and Shellfish dishes are most suited to well chill dry white wine.

- Red meats such as beef and lamb blend and Harmonize well with red wine.
- White meats such as veal and pork, poultry, are acceptable with medium white wine.
- Modern (present): Whatever the guest need.
- Fortified wines are suitable with hors d'oeuvre as its appetizer
- Generally with soup, no wine served but fortified wines can be served with some soups like:

+ Sherry

+ Port

+ Madeira wines

- White wines or Sparkling wines match well with main Course such as fish, chickens
- Heavy red wine are served with red meat
- White wines match well with soft cheese as sweet course and red wine with hard cheese.
- Chilled liqueurs like Cognac or Rum are well matched with coffee course.

These are the 6 basic profiles to work with when thinking about matching food and wine:

- Acidity in wine pairs well with fatty and sweet foods.
- Fatty foods need either an acidic or high alcohol wine; otherwise the wine will taste flabby.
- Bitter (aka Tannic) wine can be balanced with a sweet food.
- Salty shouldn't compete with acidity in wine. Use sparingly as necessary to keep sharpness the meal.
- Sweet food/wine benefits from a little acidity.
- Alcohol can be used to cut through fatty foods or balance a sweet dish

+ General rules to match wines and food and wines with other wine:

To match wines with other wines are:

- + Young wines are served first followed by matured wines when eating.
- + Dry wines are served first followed by sweet wines.
- + Light wines are served by followed by heavy wine.

- + Red wine are served first followed by white wine
- + Champagne is served along with all course (dishes)
- + Wherever food is containing anything acid, no wine are served as acids can change the quality of wine drunk.

❖ **Up selling wine and product:**

- ✓ Definition of Up selling: is the process whereby you guide a guest towards a "better" product than the one they have chosen or you sell them more than they originally asked for but not more than they need. This is what people mean by "sales-oriented bartenders" and is generally a boon to both owners and guests alike.
- ✓ The rules of up selling: There are four main rules to give better service and earn higher sales:
 - Think of yourself as a salesperson and not just an order taker.
 - Know all your products backwards and forwards so that you can make a recommendation with backup and suggest anything needed to increase satisfaction.
 - Guide your guests to the best possible experience.
 - Use the right words and techniques to "sell".

❖ **Content /topic3 :Wine related products and services:**

- ✓ Wine list development:

A strategically developed wine list is crucial to both the culinary and financial success of a restaurant. Too often, wine lists are assembled in an unsystematic manner, and as a result, the list fails to achieve its full potential. A wine list does not need to be gigantic to be effective; it just needs to be targeted, both to cuisine and clientele. This is where Creative Wine Solutions can help. We will meet with your managers, chefs, and service staff to discuss your needs. And then we will craft a plan to give your wine list that creative edge.

- ✓ Wine tasting:

SENSE	CHARACTERISTIC	TYPES OF WINE	DESCRIPTION
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SIGHT	Clarity color	Red	
		White	
		Rose	
SMELL	Bouquet		
TATSE	Dryness		Bone dry/ Dry/Medium/ Sweet/Very Sweet
	Body		Full bodied/ Medium/Light
	Flavor		Acid/Bitter/Spicy/ Grapy
	Tannin		Hard/Silky/Soft
	Acid		Tart/Green/ Piquant/Cloying

✓ Wine label interpretation.

- Definition of wine label: Is the part found on the bottle of wines contain different information such as Vintage -Year the grapes were picked, Type of wine or name of wine, Region – appellation Producer Etc.

- General information found on wine label:

- ✓ Bin number
- ✓ Name of wine
- ✓ Country and area of origin
- ✓ Quality indication
- ✓ Shipper

- ✓ Chateau/estate bottled
- ✓ Varietal (grape type(s))
- ✓ Vintage
- ✓ Alcoholic strength
- ✓ Supplier
- ✓ Descriptive notes as appropriate.

Example of Wine label:



Figure 6: Example of Wine label

L.O 1.4 Identify and develop appropriate opportunities for promotion of wine within the overall business context.

❖ **Content /topic 3 : Opportunities for wine promotion:**

The opportunities for wine promotion are:

- Professional wine tastings
- Specialized seminars or conferences
- Trade shows
- Wine and food festivals
- Wine promotions and tastings
- ✚ Wine promotion strategies:

The wine promotion strategies are:

- Happy hours
- BOGOF (buy one get one for free)

- Price Discount
- Exhibition
- Trade shows
- Advertising
- conducting wine tastings event
- presentations and stands at wine events
- Selecting and organizing specials.

o Group discussion on opportunities for wine promotion

- Computer

- projector,

- Reference books

o Brainstorming on wine promotion strategies

- Stationary

- Broshures

o Role play on promotion strategies

- Flipchart

- Markers

Learning unit 2: Monitoring wine management systems.

L.O 2.1: Research, select and recommend appropriate equipment to support wine service and storage.

❖ Content /topic 1: Equipment for wine service:

There are equipment for wine service are:

- Wine glasses
- Wine basket
- Wine cooler
- Corkscrew
- Wine cellar
- Ice basket

✓ Wine glasses:

Types of Wine Glasses: Whether sweet or dry, white or red, robust or light, wine requires very specific serving procedures in order to reach its full flavor potential. In addition to proper serving temperatures, each type of wine requires a specific style of glass for service. Understanding the different types of wine glasses and what makes them ideal for one type of wine over another is essential to getting the most out of your wine collection.



Figure 7: Wine glasses

- **The Foot** - Allows your glass to stand upright.
- **The Stem** - Allows you to hold your wine glass without the heat from your hands warming your wine, and without creating smudges on the bowl which will distract from

the visual enjoyment of your wine.

- **The Bowl** – Serves a myriad of purposes; here you'll find the most variation between glasses. The bowls of all wine glasses will be tapered upward with a slightly narrower opening at the top than at the bottom. This shape helps to capture and distribute the wine's aroma toward your mouth and nose. The bowls of wine glasses are also designed to allow an amount of surface area appropriate to the wine - red wine glasses will have a larger amount of surface area for the wine to allow it to breathe, while white wine glasses will have a smaller amount of surface area. Champagne glasses will have a very small amount of surface area for the wine so that it retains its carbonation.
- **The Rim** – Imperative to achieving the full experience from your wines. The thinner the rim, the less the glass distracts from the wine as you sip; a good wine glass will have a "cut" rim that is smooth to the touch and does not inhibit the wine as it flows out of the glass. Less expensive glassware may have rims that are rolled or bumpy – while still functional, and very much practical for everyday use, these wine glasses may distract from the wine itself.
- **The Color** – The best wine glasses are crystal clear to allow the beauty and subtleties of the wine to show through. Colored glasses and those with decorative accents may offer a beautiful appearance, however, if showing off your wines, clear glasses are the way to go.



Figure 8: Crystal vs. Glass

Wine glasses are typically made out of glass or crystal – but what's the difference? All crystal is glass, but not all glass is crystal. In general, it is the lead content of glass that is the main determinant in the classification of something as either glass or crystal. The presence of lead softens the glass in crystal; therefore making it more easily cut and engraved. It also increases the weight of the glass and causes the glass to diffract light; traditional glass on the other hand is generally lighter in weight than crystal, and light will not diffract through it. In traditional lead glassware, the lead has a tendency to leach out of the crystal.

To combat this, today's crystal glassware is typically unleaded. Unleaded crystal uses barium carbonate and zinc and titanium oxides to replace the traditional lead oxide that's often found in crystal glassware.

These glasses feature similar properties as lead crystal, such as temperature control and the ability to accentuate the aroma and flavours of wine. They also feature a similar refractive index to lead crystal, but are lighter in weight.

Although the highest quality crystal glasses are thought to provide a better wine tasting experience, the high cost of these glasses often prevents many from purchasing them. They are also very fragile, so you will experience a higher replacement cost than with thicker plain glass.

Red Wine Glasses

Red wines are best served in large wine glasses, like these red wine glasses. The bowls of these glasses will be fuller and rounder with a larger opening than other wine glasses of similar capacities in order to allow you to dip your nose into the glass to detect aroma. This bowl style is also imperative because the complex aromas and flavours of red wine demand a glass with a larger surface area to ensure that the wine comes in contact with more air.

A specific type of red wine glass, the Bordeaux glass, is taller than traditional red wine glasses, yet the bowl is not quite as large. It is designed for full-bodied, heavier red wines such as Cabernets and Merlots. The tallness of the glass allows the wine to proceed directly to the back of the mouth to maximize its flavour.

Another style of red wine glass, the burgundy glass, is designed for lighter, full bodied wines such as Pinot Noir. It is not as tall as the Bordeaux glass, but the bowl is larger than the Bordeaux glass, directing the wine to the tip of the tongue to taste its more delicate flavours.



Figure 9: Red Wine Glasses

White Wine Glasses

A white wine glass's bowl will be more U-shaped and upright than that of a red wine glass, allowing the aromas to be released while also maintaining a cooler temperature. The white wine glass style that's best for younger whites has a slightly larger opening directing the wine to the top and sides of the tongue to taste its sweetness. The glass for more mature white wines will be straighter and taller to dispense the wine to the back and sides of the tongue to taste its bolder flavours.



Figure 10: *White Wine Glasses*

Sparkling Wine Glasses

A sparkling wine glass (or champagne flute) will be upright and narrower than most wine glasses to retain the carbonation and capture the flavour in the beverage.



Figure 11: *Sparkling Wine Glasses*

Rose Wine Glasses:

Two types of wine glasses are widely accepted for use with rose wines – stemmed glasses with a short bowl and a slight taper, and those with a short bowl and a slightly flared lip. Since these wines are fairly similar in fermentation process as white wines, the use of a white wine glass is

also considered acceptable for these types of wine if a rose wine glass is not available.

When selecting a rose wine glass, those with a slightly flared lip are usually preferred for wines that are younger, crisper, and less sweet than the more mature varieties. The flared lip design lets the wine run out of the bowl and right onto the tip of the tongue where the taste buds are most sensitive to sweetness.

This allows whatever sweetness is in the wine to be enhanced, giving crisp wines a more balanced flavour and minimizing any bite.

For rose wine that is mature and has a more full-bodied flavour, wine glasses that feature a slight taper are oft preferred. The bowl for mature rose wines is still short and rounded at the bottom, but shaped almost like a shortened red wine glass with a very slight taper.



Figure 12: *Rose Wine Glasses:*

Dessert and Fortified Wine Glasses

A dessert or fortified wine glass should be smaller to direct the wine to the back of the mouth so the sweetness doesn't overwhelm. Dessert wines generally have a higher alcohol content, making small dessert wine glasses perfect for a smaller serving. The same rule of thumb applies to sherry and cordial glasses.



Figure 13: Dessert and Fortified Wine Glasses

- **Specialty wine glasses**

- ✚ all-purpose wine glasses

If a single glass type is all that your circumstances permit, an all-purpose wine glass is the way to go. Although the experience may not be the same as when you use the proper glass type for the application, these glasses offer a similar function at a lower cost and increased efficiency. The bowl shape is in between that of red and white wine glasses, making it acceptable for use with both types of wine.



Figure 14: All-Purpose Wine Glasses

- ✚ **Stem less Wine Glasses**

Offering the same shapes and styles of bowls as traditional stemmed wine glassware, stem less wine glasses deliver function with modern style and a limited risk of breakage. Wines may be warmed faster than with stemmed glasses, but the stem less design of these pieces exudes a contemporary appearance that's all the rage and definitely worth the risk. Additionally, since the delicate stems are no longer present in these glasses, less care ought to be required to

maintain them.



Figure 15: *Stem less Wine Glasses*

TYPES OF WINE GLASSES

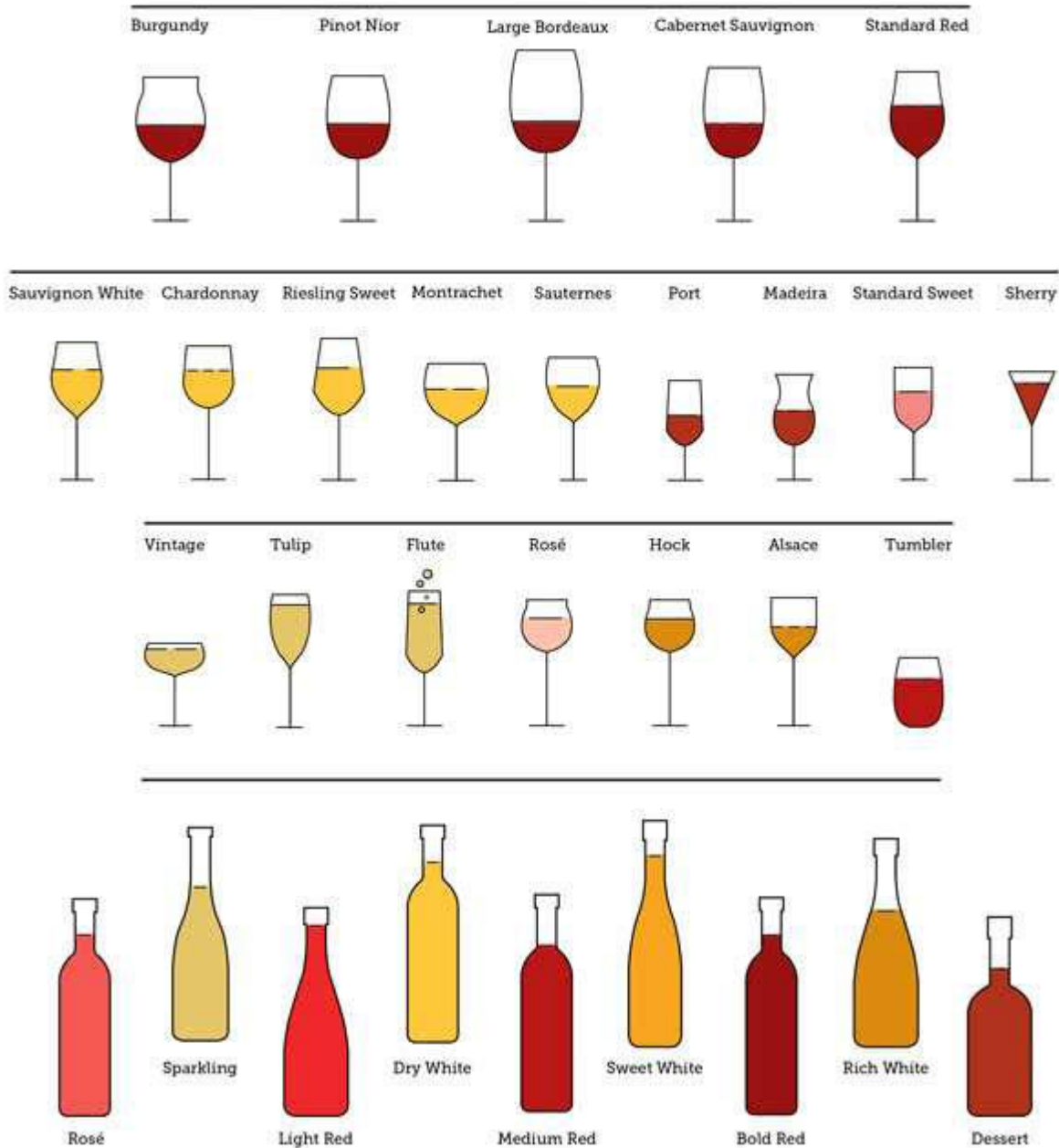


Figure 16: *Types of glasses*

- ❖ **Content /topic2 :Equipment for wine storage.**

The equipment's of wine storage are:

- Wine cellar
- Wine shelves
- ✓ Wine waiter /Sommelier/ Wine butler has different responsibilities:



Figure 17: A waiter

❖ **Content /topic 3: Responsibilities of personnel involved in wine sales :**

The responsibilities of personnel involved in wine sales are:

- ✚ Creating wine lists.
- Recommending wine and beverages.
- Serving wine and liquor.
- Maintenance of wine stocks.

- Taking wine and liquor order
- Describing wine taste to the customers
- Help the customers to make choice about wine
- Responsible for wine cellar
- Participating in wine purchasing
- ✓ Wine storage



Figure 18: Tarragon's Master Wine Cave (A)

When properly stored, wines not only maintain its quality but improve in bouquet and flavour as it ages. For as long as wine has been produced, winemakers or sellers have sought the best way to preserve it. Wine has been stored in cellars or wine caves for hundreds of years. The reason being that ideal storage conditions can be met. This is the most important thing for wine aging. These days' other alternatives are also in the market such as wine refrigerators or wine coolers. Wine refrigerators became popular as it allows maintaining the same desired temperature and a constant level of humidity.



Figure 19: *Tarragon's Master Wine Cave* (B)

Temperature, humidity and light are the main factors to take into consideration.

Temperature is the key factor in storing and aging wine, as it affects the overall quality, flavor and longevity. The ideal temperature varies between 10 °c to 15°c, with certain varieties are thought to be better preserved cooler or warmer. Whites are stored cooler than reds, but most wine connoisseurs say 13 °c is ranges the best temperature for both.

Humidity for wine storing ranges between 60 to 75% RH and



Humidity for wine storing between 60 to 75% RH and it is essential to help keep the corks from drying out; this also is achieved by storing the bottles horizontal so that the cork is in constant contact with the wine. A cork that is kept moist and at a desired temperature keeps its shape (does not shrink) and thus remains well sealed, as oxygen can come in contact with the wine and gets oxidized. Light has to be minimal, a dark place is advisable. Strong light, UV light and direct sunlight can lead to cooked wine, especially in wine with clear bottles. Lack of vibration is also useful for wines with sediment.

❖ **Content /topic 4: Wine storage procedures.**

Wine is a product that differs from other foodstuffs or commodities, wine can be viewed as “being lives” it has a lifespan, it can be healthy or not, and it” lives” best in environment that promote its health and longevity.

The first principle of storing wine involves: The physical handling of the bottles. Wine should be stored on their side. This allows the wine inside the bottles to remain in contact with the cork, keeping it moist and plump.

- ✓ How should you store red wine?

Steps:

- Keep it in the dark.
- Store corked wine bottles on their sides

- Keep the temperature constant.
- Don't move the wine.
- Keep the humidity at around 70%.
- Isolate the wine.
- Store for an appropriate amount of time.
- Adjust the temperature before serving.

✓ What is the best temperature to store red and white wine?

The red and white wines are typically served at different temperatures; the ideal storage temperature for both is about 55 degrees F, which will help keep your wines from the risk of aging prematurely.

✓ Do you refrigerate unopened white wine?

The precise answer depends to a large extent on storage conditions - to maximize the shelf life of unopened white wine, store in a cool, dark area, away from direct heat or sunlight. ... For best quality, unopened white wine should not be refrigerated until 1-2 days before drinking.

✓ How do you store unopened white wine?

To store white wine, keep unopened bottles in a cool, dark place, like a basement or interior closet, where the temperature stays consistently between 45 to 65 °F. Ideally, choose an environment with 50 to 75% humidity, and store the bottle on its side on a storage rack until you're ready to drink it.

✓ Can you store red and white wine at the same temperature?

Most wine lovers agree that storing temperatures and serving temperatures are two different things. So, despite that reds and whites are typically served at different temperatures, the ideal storage temperature for both is about 55 degrees F, which will help keep your wines from the risk of aging prematurely.

✓ How many years can you keep a bottle of wine?

Bottles will keep for 7-10 years. Merlot: Keep no more than 3-5 years.

Zinfandel: This red wine will last for 2-5 years. Ageing is typically a red wine's game; most whites don't have the tannins to keep for more than 18 months.

✓ Can you store wine upside down?

Storing your wines horizontally is best. When a bottle is sideways, the wine stays in contact with the cork, keeping it wet so that cork will not dry out, shrink up and let air get into the wine, causing premature oxidation. Upside down is definitely better than right side up to keep the cork moist.

✓ Do you keep sparkling wine in the fridge?

Marie-Christine told Huffington Post: "If you're planning to enjoy your bottle of champagne (or sparkling wine) within three to four days of the purchase, it is fine to store the bottle in the refrigerator. But only keep it in the fridge for a few days, or else the bubbly will begin to change.

✓ How should wine bottles be stored?

Bottles should be stored in a horizontal position. We offer numerous styles of wine racks for this purpose.

Bottles should be taken out of their cases, and wooden crates should be opened so that air can circulate.

Store white wine relatively low (close to the ground, where the air is cooler), and red wine higher up.

Systems should be designed so that you manipulate your wine as little as possible to let it rest. Bottles must be stored horizontally. To meet these needs, plan a suitable layout that will be easily accessible. If you need to move all of your bottles to reach the one you want, the wine will be affected. Be sure to store wines for aging separately from wines for drinking, and place the latter higher up for easy access.

Individual racks are best for identifying the location of each bottle, and can even be numbered.

Bulk racks (diamonds, cubes, blocks, etc.) are best for storing large quantities of identical bottles.

✓ Storage of open wine bottle:

Once a bottle is opened the wine can deteriorate quite quickly as it reacts with the air and oxidizes. There are various methods of keeping wines once they have been opened. Some work by creating a vacuum within the bottle and then sealing the bottle with a removable closure, either manually or mechanically. Another system involves putting a layer of carbon dioxide gas

✓ Length of storage.

The majority of white wines, rosés, and fruity reds should be stored for only a few months. For vintage champagne, tasting should take place within four years after disgorging. The best red wines can be kept for thirty years. For all others, allow five to ten years before opening the bottle with friend.

L.O 2.2: Organize wine storage and cellaring systems for ensuring wine quality and business efficiency.

❖ Content /topic 1: Types of wine storage.

The types of wine storage are:

- Light or table or still beverage wines (White, Rose and Red)
- Sparkling wines (Champagne)
- Fortified wines (Sherry, Port and Madeira)
- Have brandy or wine alcohol added
- Aromatic wines (Vermouth and Aperitif)
- Flavored with herbs, roots, flowers and barks

✓ Red Wine

Red wines are made from "black" (red-colored) grapes fermented with the skin included. The skin is what imparts the red colour to the wine. Red wines typically have a more robust flavor, and pair well with food that is similarly robust, such as red meats (beef, lamb), hearty pasta dishes, etc. They are usually served at or just below room temperature.

Types of Red Wine:

- Beaujolais
- Bordeaux
- Burgundy
- Cabernet Franc
- Cabernet Sauvignon
- Cardigan
- Chianti
- Grenache
- Malbec
- Merlot
- Petite Sarah
- Pinot Noir
- Shiraz
- Zinfandel

✓ White Wine.

White wines are from either "black" (red-colored) or "white" (green-colored) grapes, fermented without the skin, and are often combined with citrus and spicy flavors. White wines are usually served cold, with lighter foods such as poultry and fish.

Types of White Wine:

- Chardonnay
- Muscatel
- Muscat Blanc
- Pinot Gris
- Riesling
- Sauvignon Blanc or Fume Blanc
- Semillon
- White Burgundy

- White Bordeaux

✓ Sparkling Wine

Sparkling wine, or champagne, adds a hint of luxury, through a fizzy/bubbly texture. The "sparkles" in sparkling wine are bubbles of carbon dioxide, which is a natural by-product of the fermentation process.

Types of Sparkling Wine:

- Asti
- Cava
- Champagne

✓ Rose Wine

Rose wines are pink or blush-colored. The pink colour comes from the fact that the grape skin is included for just the first few hours of the fermentation process, or sometimes due to the wine being a mixture of red and white wines. Most rose wines are medium-sweet, especially in the US(United states), but some of the best European roses can be very dry.

Types of Rose Wine:

- Pinot Noir
- Sauvignon
- Zinfandel Blush

✓ Dessert Wine and Fortified Wines:

Dessert wines are sweet wines and as the name suggests, they are generally served with dessert. Since there are many dessert wine types, a rule of thumb for choosing a wine is that it must be sweeter than the dessert being eaten.

Fortified wine is a wine that has been blended with liquor. The liquor most often used for this is Brandy which is essentially just distilled wine. This gives fortified wines a distinct flavour and higher alcohol content than normal wine – usually at least 15% ABV(Alcohol beverage volume).

Types of Dessert and Fortified Wines:

- Bum Wine
- Ice Wine
- Late-harvest Rieslings
- Madeira
- Marcella
- Noble Rot Wine
- Orange Muscat and other Muscat varieties
- Port
- Raisin Wine
- Sherry
- Vermouth.

❖ **Content /topic2: Cellaring systems for wine business efficiency.**

Wine cellar come in shapes and sizes the investment in a wine cellar should be determined by the purpose and length of storage rather than by the wine.

✓ What is a wine cellar called?

A wine cellar is a storage room for wine in bottles or barrels, or more rarely in carboys, amphorae, or plastic containers... An aboveground wine cellar is often called a wine room, while a small wine cellar (fewer than 500 bottles) is sometimes termed a wine closet.

Wine cellar should be placed in the coolest and most humid area in your home.

The closer the wine room is to an ideal wine cellar temperature of 55°F and 60-65% Relative Humidity, the more efficient the cooling system will be. Any warmer and your wine will age faster; any cooler and your wine will age slower.

✓ Cooling system.

A specialized refrigeration unit ensures a consistent temperature between 11 and 14°C (degrees Celsius). Wine cellar cooling units must be installed inside and take in air from another room of your house. A cooling system also maximizes relative humidity, which should be between 60 and 80% (percent). Your equipment needs will depend on the size of your room and its location. The most popular wine cellar cooling systems help to maintain constant

moisture and consistent temperature in a cellar, and are adequate for the majority of private residences.



Figure 20: Cooling system image

In no case should household air conditioners be used. These do not lower temperatures sufficiently, they completely eliminate humidity, and they cause noise and vibration.

❖ **Content /topic 3: Organization of wine storage for business efficiency:**

For those passionate about wine, finding a dedicated space for their collection by investing in high quality wine racks or better yet, entire wine cellars is essential. However, there is no point forking out on gorgeous wine storage without first deciding upon the best way to organize the bottles themselves. How you choose to do so is entirely up to you and will certainly depend upon your collection size; but organizing by type, grape variety, region and age are generally the most common ways to categories.



Figure 21: *Wine organization image.*

The ways are used in order to organize wine cellar. The organization of wine cellar its depend by:

- ✚ color of wine
- ✚ Age
- ✚ Varietal
- ✚ Region
- ✚ Producer
- ✚ Occasion

❖ **Content /topic 4: Characteristics of a good wine cellar :**

The characteristic of a good wine cellar are:

- **Aeration:** A good cellar is ventilated. A light stream of air will prevent excess moisture and fungal growth, but note that too much ventilation can affect the quality of your wine by creating large changes in temperature. Temperature Cellars are subject to

temperature variations that can interfere with the aging process of wine. The ideal temperature is between 10 and 14 degrees Celsius, and it should be checked regularly. Good thermal insulation will help hold the temperature steady.

At no time should the temperature exceed 20 degrees Celsius. The consequences of heat are irreversible: at high temperatures, wine turns and cannot be recovered. Temperature is the single most important factor in aging wines. It is essential to know your location's average temperature as well as its highest and lowest seasonal temperatures before installing a wine cellar.

The basement on the north side of your home is the preferred location. If you want to build your wine cellar in a corner, the northeast corner has the most stable temperature.

- **Humidity:** The right humidity is close to 70%. Too wet, and you risk moldy corks; too dry, and corks may crack, bottles leak, and wines deteriorate. A hygrometer lets you monitor humidity, and gravel on the ground helps to maintain it.
- **Darkness:** Wine should be stored in total darkness. Light rays degrade tannins and cause premature aging of wine. Cover everything that lets in daylight and install low-wattage light bulbs. Indirect light is best, such as that reflected on a wall from a 25 to 40 W bulb.
- **Avoid odors:** devote your cellar exclusively to wine. Corks are permeable, so wine comes in contact with the ambient air. Avoid storing products with strong smells, like paint and gasoline, to preserve the best flavours of the wine. Additionally, fruits and vegetables should not be stored in a wine cellar, because they can introduce moisture and odours. Other often-undetectable odours are common in our environment, such as detergents; installing a carbon filter allows these harmful odours to be filtered out of your wine cellar.
- **Avoid vibrations:** Vibrations should be avoided (including those from nearby roads), since these may disturb the aging process of wine. If wine does not rest quietly, its aging will be accelerated and it may taste more acidic.

✓ Other characteristics: Building the room:

- Door: To ensure that your cellar remains sealed, we recommend at least an R16 insulated door with weather-stripping. If you prefer a glass door, it should be fitted with UV-resistant glass. Tempered glass is also recommended if your cellar is in an exposed location or if you have young children nearby: tempered glass shatters like a car windshield rather than breaking into dangerous fragments.

Don't forget to put a lock on the door. Whether you use a keyed, combination, or electronic lock, it's best to control access to your cellar.

- Floor: Any type of moisture-resistant flooring can be used, including natural stone, ceramic, and marble. Avoid carpets and varnishes with odors.

For a wine cellar located in a basement, you can benefit from the natural moisture of the ground by drilling 1 or 2 cm holes in the concrete floor. Holes placed every 5 to 6 cm along the walls can increase the humidity by one or two degrees. However, you need to make sure that the soil is not waterlogged and that there is adequate drainage under the foundation to prevent water infiltration. Holes can be covered by mesh or gravel to keep out insects.

- Walls and ceiling Divisions: Cellar wall construction can be done with 2 x 4, but ideally 2 x 6. Avoid completely enclosing a cellar in concrete.
- Insulation: Insulation should be at least R20 and ideally R30 or more to ensure stable temperature and humidity. The interior of your cellar must be as inert as possible. Urethane is the best choice for insulation, since it permits hermetic sealing of walls and ceilings. Rigid insulation panels are also recommended. Mineral wool can also be used if it is well protected from moisture, which can cause it to lose its insulating abilities over time.
- Wall covering: The most common and probably the simplest option is water-resistant drywall (used for bathrooms). It is also helpful to place a thin (1/4") plywood behind the drywall for screws from future racks. If you opt to use decorative stone, do not attach it with an odour-emitting glue, as this may affect your wine. Instead, use a water-based adhesive. Natural stone is still the better choice.

- Vapour barrier: A vapour barrier is necessary to maintain humidity. It should be fully enclosed and attached with adhesive tape. The barrier is placed behind the water-resistant drywall.
- Paint: Use a mildew-resistant latex paint. Paint designed for bathrooms will do the trick. Ideally, use dark colours.

L.O 2.3: Monitor systems that ensure effective communication between colleagues on wine-related issues.

❖ Content /topic 1: Types of Organization communications :

Definition of the types of organization communication

- ✓ Upward communication: Is the process of information flowing from the lower levels of a hierarchy to the upper levels.
- ✓ Downward communication: Is the flow of information and messages from a higher level inside an organization to a lower one.
- ✓ Horizontal communication: Is the transmission of information between people, divisions, departments or units within the same level of organizational hierarchy. You can distinguish it from vertical communication, which is the transmission of information between different levels of the organizational hierarchy. Horizontal communication is often referred to as 'lateral communication.

❖ Content /topic 2 :Communication methods on wine related issues:

Communication methods on wine related issues are:

- ✓ Written.
- ✓ Oral.
- ✓ Electronic social.

L.o.2.4: Monitor the quality of wine products and services and provide pro-active support and assistance to colleagues.

❖ **Content /topic 1: wine service skills:**

There are different wine service skills like:

- Red Wine service procedures
- White wine service procedures
- Champagne service procedure

✓ How to serve wine.

Introduction of wine service:

- Definition of wine:
 - Wine is an alcoholic beverage made from the fermentation of grape juice
Or Wine is the alcoholic beverage obtained from the fermentation of the juice of freshly gathered grapes, the fermentation taking place in the district of origin according to local tradition and practice”.
- fermentation process may be defined by using this formula or you can use words: Sugar Yeast=Alcohol Carbon Dioxide (CO₂) or A chemical process by which sugar is converted into alcohol Natural sugar from Carbon dioxide gas the grape pulp given off.
- Yeast occurs on the skin of the grapes and it plays a very important roles during fermentation to allow wine being matured.

✓ Service of wines.

The sommelier or wine waiter should be able to advise and suggest wines to the host as required.

This means that the wine waiter must have a good knowledge of the wines contained within the wine list and be able to identify examples of wines that will pair well with the menu dishes.

Immediately the food order has been taken the wine list should be presented to the host so that he or she may order wine to accompany the meals that the guests have ordered.

The wine ordered is presented to the host to confirm that the correct bottle of wine is about to be opened. The wine is opened, decanted if necessary and the host (or whoever ordered the

wine) is asked to taste the wine to assess its quality and determine that the serving temperature is correct. Although the host (or whoever ordered the wine) may taste the wine, they can if they so wish designate another of their guests to taste the wine ordered. In either case the person tasting the wine always has their glass topped up last.

If a different second wine is to be served, the correct glasses should be placed on the table and the wine then served before the food in the same way as the previous wine. If a bottle of the same wine is to be served then this is normally presented to the host with a clean glass for tasting the new wine.

Sommelier/Wine Steward this is a person who is specialized in wine tasting who Selects wines for wine list; maintains wine inventory; Responsible for storage, handling, and conditions of wine cellar; Wine consultant to guests.

✓ Some general guidelines when selecting and serving wines:

- Dry wines should be served before sweeter wines.
- White wines should be served before red wines.
- Lighter wines should be served before heavier wines.
- Good wines should be served before great wines.
- Wines should be at their correct temperature before serving.
- Wine should always be served to customers before their food.

✓ Key principles of wine service:

There are seven key principles to be taken into account when serving wines:

- The wine waiter must be able to describe the wines and their characteristics honestly bluffing should be avoided.
- Always serve the wine before the food. Avoid any delay in serving the food once the wine has been served.

- Serve wine at the correct temperature – it is better to tell the customer that the wine is not at the right temperature for service, rather than resorting to quick heating or cooling methods as these can damage the wine.
- Treat wine with respect and demonstrate a high level of technical skill, supported by the use of high quality service equipment. As the customer is paying for the wine and the service they have the right to expect their chosen wine to be treated with care.
- When pouring wine, the neck of the bottle should be over the glass but not resting on the rim in case of an accident. Care should be taken to avoid splashing the wine and when pouring is complete, the bottle should be twisted and raised as it is taken away. This prevents drops of wine falling on the tablecloth or on a customer's clothes. Any drops on the rim of the bottle should be wiped away with a clean service cloth or napkin.
- Do not overfill glasses. Fill glasses to the right level, usually to the widest part of the bowl or to two-thirds full, whichever is the lesser. Sparkling wine served in a flute is usually filled to about two-thirds to three-quarters of the glass. Doing so helps the wine to be better appreciated and looks better too.
- Avoid unnecessary topping up it does not sell more wine and it often irritates customers.
- Another reason for being cautious about topping up wine glasses is that the customer may be driving. If wine is constantly topped up the customer may not notice how much they are consuming. In general, it is preferable to ask the customer before topping up their wine.

✓ Serving temperatures for wines:

- Red wines: 15.5–18 °C (60–65 °F). Some young red wines may also be drunk cool at about 12.5–15.5 °C (55–60 °F).
- White wines: 10–12.5 °C (50–55 °F).
- Dessert wines, Champagne and other sparkling white wines: 4.5–10 °C (40–50 °F).

❖ **Content /topic2 :Wine Service Procedures:**

For all Wine service procedures are the following:

- ✚ Presented wine list to customer
- ✚ Take the wine order
- ✚ Collect the wine
- ✚ Present the bottle to the host
- ✚ Identify the wine to the host:
- ✚ Do not open until host confirms: OK, thank you” or by nodding his head as a sign of approval
- ✚ Hold bottle firmly in left hand.
- ✚ Hold it at 45°angle at waist height.
- ✚ Cut the foil with blade above the raised ridge, below the top of the bottle.
- ✚ Remove the foil.
- ✚ Clean cut area of the bottle with a clean napkin.
- ✚ Close the blade, open the corkscrew.
- ✚ Insert the sharp tip into the center of cork.
- ✚ Slowly turn in clockwise, keeping it in line.
- ✚ Stop turning with the last turn of corkscrew.
- ✚ Tilt the arm of opener until the lever rests on the lip of bottle.
- ✚ Place the lever arm against the neck of the bottle and use gentle upward pressure to draw out the cork.
- ✚ Twist the bottle gently to prevent the cork breaking.
- ✚ Remove the cork from the corkscrew and keep the corkscrew and opened foil in the pocket.
- ✚ Present the cork to the host on a saucer/side plate with a serviette.
- ✚ Wipe the lip of the bottle with a clean napkin.
- ✚ Hold firmly in right hand with the label facing toward the host. Pour the host’s glass 1/3 full for his/her approval.

- + Once the host has approved, start serving the lady guest on the left of the host, moving clockwise around the table, ladies first and then the gentlemen.
- + Fill the glass of the host last.
- + Place the white wine bottle in the wine cooler or on the table or in the wine basket for the red wine. Collar the bottle with a napkin.
- + When using the wine basket, wine should be left in the basket during presenting, opening and serving of the wine



Figure 22: *ice bucket*

- Service of white wines.
 - ✓ White wine service procedures :
 - + Obtain the wine from the bar or storage area. Check that the order is correct and that the wine is clear and at the correct service temperature.
 - + Take to the table in an ice bucket and place the ice bucket in a stand.
 - + Present the bottle to the host with the label showing – this allows him or her to check t
Ensure the correct glasses are placed on the table for the wine to be served.
 - + Make sure a clean napkin is tied to the handle of the ice bucket – this is used to wipe away condensation and water from the outside of the bottle before pouring the wine.
 - + Using a wine knife, cut the foil all the way round, below or above the bottle rim at the top of the bottle (some bottles have small caps rather than foils). The top of the foil only is then removed and the top of the cork is wiped with the napkin (see --Remove the cork using a wine knife (see Figure 6.41(c)). Smell the cork in case the wine is ‘corked’.
 - + Place the cork in the ice bucket. If the wine is a high quality vintage wine then the cork would generally be placed on a side plate at the head of the host’s cover. This cork should have the name and year of the wine printed on it.
 - + Wipe the inside of the neck of the bottle with the napkin.
 - + Wipe the bottle dry
 - + Hold the bottle for pouring so that the label may be seen. Use the waiter’s cloth in the other hand, folded, to catch any drips from the neck of the bottle
 - + Give a taste of the wine to the host, pouring from the right-hand side. He or she should acknowledge that the wine is suitable, i.e. that it has the correct taste, bouquet and temperature.
 - + Serve ladies first, then gentlemen and the host last, always commencing from the host’s right. However, nowadays service often follows from one customer to the next, anti-clockwise.

- ✚ Fill each glass two-thirds full or to the widest part of the bowl – whichever is the lower. This leaves room for an appreciation of the bouquet.
- ✚ Replace the remaining wine in the wine bucket and refill the glasses when necessary.
- ✚ If a fresh bottle is required, then fresh glasses should be placed upon the table, and the host asked to taste the new wine before it is served.
- ✚ On finishing pouring a glass of wine, twist the neck of the bottle and raise it at the same time to prevent drops of the wine from falling on the tablecloth.

N.B: For bottles with screw caps, the opening procedure is to hold the whole length of the seal in the opening hand and to hold the base of the bottle in the other hand. The closure is held firmly in the opening hand with more pressure, from the thumb and first finger, around the cap itself. The bottle is then sharply twisted using the hand holding the base. There will be a click and then the upper part of the screw top can be removed.

✓ Red wine Service procedures:

The basic procedure for the opening and serving of red wines is the same as for white wines described above. If the red wine to be opened is young the bottle may stand on an under plate or coaster on the table and be opened from this position. This adds to the overall presentation of the bottle and may prevent drips of red wine from staining the tablecloth. Although there is no technical reason why red wine should be served with the bottle in a wine basket or wine cradle, these are used in a number of establishments for display/presentation purposes. They also assist in retaining the sediment, found in some older red wines, in the base of the bottle.

The cork should be removed from the bottle of red wine as early as possible so that the wine may attain room temperature naturally. If the wine is of age and/or is likely to have heavy sediment, then it should be decanted. It should be placed in a wine basket and first presented to the customer. Placing the bottle in a wine basket helps to keep the bottle as horizontal as possible, comparable to its storage position in the cellar, in order to prevent the sediment from being shaken up. The wine should then be decanted. Alternatively, if the wine is ordered in advance it can be left standing for a few days before being opened for service.

There is a trend nowadays to decant younger red wines and also some white wines simply because exposure to air improves the bouquet and softens and mellows the wine. Decanting also enhances the appearance of the wine, especially when presented in a fine wine decanter. However, the permission of the host should always be sought before decanting a wine in the restaurant.

N.B: For bottles with screw caps, the opening procedure is to hold the whole length of the seal in the opening hand and to hold the base of the bottle in the other hand. The closure is held firmly in the opening hand with more pressure, from the thumb and first finger, around the cap itself. The bottle is then sharply twisted using the hand holding the base. There will be a click and then the upper part of the screw top can be removed.

Miss the movement of wine from its original container to a fresh glass receptacle, leaving the sediment behind.

Extract the cork carefully. The cork may disintegrate because of long contact with alcohol, so be careful. Place a single point light behind the shoulder of the bottle, a candle if you are decanting in front of customers, but a torch, light bulb or any light source will do. Carefully pour the wine into an absolutely clean decanter. The light will reveal the first sign of sediment entering the neck of the bottle. As soon as sediment is seen, stop pouring into the decanter but continue pouring into a glass. The latter wine, when it settles, can be used as a taster or for sauces in the kitchen.

The wine should always be checked to make sure that it is clear before being presented at the table for service. If the wine is not clear after decanting then it should be decanted again into a fresh decanter, but this time using a wine funnel which has a piece of fine muslin in the mouth of the funnel. If the wine is still not clear it should not be served and a new bottle of the wine selected. It is more common now for a wine funnel to be used as part of the decanting process.

- **Decanting wine:** Operation consisting of pouring wine carefully into a carafe to remove the deposit formed by tannis and pigments in old wines,. Decanting also allows young wines to be aerated

Very old red wine can break up with too much exposure to air. Such wines can be left to stand for a few days to allow the sediment to settle in the bottom of the bottle. The bottle is then opened before the meal is served and the wine is poured very carefully straight into the glass, with the bottle held in the pouring position as each glass is approached. This prevents the wine slopping back to disturb the sediment. Sufficient glasses should be available to finish the bottle, thereby ensuring that the wine does not re-mingle with its sediment during the pouring process.



Figure 23: *decanting wine*

- ✓ How do you open a bottle of red wine?



Figure 24: *Opening procedures*

Follow these Steps:

- ✚ Place a knife under the lip of the bottle and turn to remove foil.
- ✚ Position corkscrew in center of the cork and twist clockwise.
- ✚ Place the first step onto the lip of the bottle.
- ✚ Lift handle until cork is halfway out.
- ✚ Repeat using the second step in the corkscrew, pulling until the cork is almost out.

✓ Can you drink red wine cold?

Conventional wisdom says white wines should be chilled, so we pull them out of the refrigerator just before dinner; red wines should be served at room temperature, so we leave them by the stove while we cook.

Do yourself a favour and forget all that. We tend to drink our whites too cold and reds too warm

✓ Sparkling Wine Service Procedures:

- Presenting the bottle to the host, for agreement of the wine chosen.
- Do not open the bottle until the host has given his approval (e.g. nodding his head)
- Never shake the champagne/sparkling wine bottle because strong pressure can build up in the bottle.
- Hold bottle firmly in left hand at 45°angle and waist level.
With the right hand, find the wire ring on the neck of the bottle and untwist it six times.
- Remove the foil and cage, holding the cork in place with the thumb of your left hand.
- Take a napkin with the right hand to cover and firmly hold the cork. Hold the base of the bottle with the left hand and twist it to loosen the cork.

- Release the cork slowly from the bottle. Allow the pressure to force the cork out gently –NOT with a loud pop.
- After the cork is out, continue holding the bottle at a 45° angle for a few seconds to prevent any wine from foaming out of the bottle.
- Wipe the rim and top of the bottle with the napkin.
- Hold the bottle firmly with the right hand and pour a mouthful of wine into the host's flute/saucer for his/her approval. Pour the wine into the center of the champagne flute/saucer with the bottle held just above but not touching the flute/saucer.
- Once the host has approved, serve the ladies first or from the host's right hand side, moving anti-clockwise round the table. Complete the service by topping the host's flute/saucer last.
- Place the bottle in an ice bucket/cooler. Collar the bottle with a napkin.

✓ Service of wine by the glasses :

Many establishments offer a range of wines for sale by the glass. Wines are mostly offered in 125 ml or 175 ml measures. With the exception of sparkling wines, it is often better to serve the wine in a glass larger than the measure. This allows the aroma to develop in the glass and the wine to be better appreciated. Many establishments now also pour a measure of wine into a small carafe for the service of wine by the glass. This then allows the customer to pour the wine into their glass as required.

✓ Which side do you serve wine?

Only with his consent the wine can be served to other guests, and after that to himself. When pouring a wine the guest should see the label of wine in every moment. Sommelier came to guest from a right side keeping his left hand behind his back.

✓ What is the easiest way to open champagne?



Figure 25: *Opening champagne*

Follow These Steps:

- + Remove foil. Discard.
- + Loosen the wire cage. Flip down the small wire —key|| that's pressed up against the neck of the bottle at the bottom of the wire cage that encloses the cork.
- + Drape a towel over bottle.
- + Twist the bottom hand until the cork eases out

✓ How is Champagne served?

The reason champagne is served in a flute is because the design of the glass strengthens the aromas of the wine and aids the flow of bubbles, a key aspect of drinking sparkling wines. And while the bubbly is served chilled, champagne flutes should always remain at room temperature.

- ✓ What is a standard champagne pour?



Figure 26: *Champagne pour*

Champagne and other sparkling wine are served in a special glass called champagne flute. This tall, tulip-shaped stemware typically holds 6 ounces of wine, though most servers only do a 4-ounce pour.

- ✓ How many glasses of wine do you get from a bottle?

A standard bottle of wine holds 750 ml. approximately six glasses, a size that enables two people to enjoy three glasses each. a 750-ml bottle contains approximately 25.4 ounces.

- ✓ Should wine be served cold?

The old adage of serving white wines chilled and red wines at room temperature is a useful starting point, although not nearly detailed enough.

A wine served a little too cold or a little too warm can lose an awful lot of character, particularly with respect to aroma.

- ✓ How do you open a wine bottle with a wine corkscrew?



Figure 27: *The use of a wine corkscrew*

- ✓ How to use a continuous pull corkscrew:



Figure 28: *How to use a continuous pull corkscrew*

Follow steps:

- ✚ Start by cutting the foil under the lip of the bottle.
- ✚ Place the base of the corkscrew over the top of your wine bottle.
- ✚ Turn the handle clockwise to insert the worm into the cork.
- ✚ As the worm screws into the cork, slide the sides over the neck of the bottle for a better grip.

❖ **Content /topic 3: Monitor the quality of wine:**

Monitoring the quality of wine are the following:

- ✓ Wine testing techniques:

Tasting wine rather than simply drinking it, increases our appreciation of the wine, while learning some basic terminology and understanding wine characteristics helps us knowing how to describe the wines we drink.

Appearance - swirling and tilting the glass away from you, preferably against a white background for observation of the colour in the middle of the liquid and the rim. As all wines turn slowly brown with age, the rim is the first place where any brick colour is noticeable in a red. The Sight is the appearance of wine when poured in a wine glass.



Figure 29: Appearance of wine in glass

Nose- the next step is to smell the wine by swirling it in the glass to aerate and release as many aroma molecules and then take a sniff with concentration. One can smell various types of aromas such as fruits, floral, spicy, vegetal, Oak and others. The sense of Smell- detecting the aromas or bouquet in wine is the primary means through which wine is first tested and evaluated. Human nose can pick up thousands of different smells. Young wines tend to have fruity notes such as raspberry or citrus while older ones will have more complex earthy aromas.





Figure 30: *Testing techniques*

Taste- sips and swirl the wine around your mouth before swallowing so it comes in contact with all your tongue and detect the wine flavor. Note if it's sweet, acidic or tannic. The Palate is often referred to the taste and feel of the wine. When tasting wine, one is looking for a balance between sweetness, acidity, tannin and body.

Sweetness is a wine level of residual sugar though wines made from very ripe grapes can have a slightly sweet flavor even if there is no sugar. The tip of the tongue is most sensitive to sweetness.

❖ Content/ Topic 4: Characteristics of good wine:

A good wines are charactesed by:

- The sweetness.
- The acidity.
- Tannin Levels.
- Light or Full-Bodied.

❖ Content/ Topic 5: Faults in wine disease:

Here Sommelier must not only be able to store and serve wine, but also be able to determine whether a win is healthy or not. A full understanding of what makes a wine unhealthy can be used to make purchasing and or storage decisions that will affect wine sales.

The faults in wine or fall in wine are:

- Oxidation:

Oxidation , particularly of white wines, was a common fault in Australian white wines 40 years ago when our table wine technology was reasonably primitive , compared to that of today. Oxidation is much less common today with the application of refrigeration, inert gas blanketing during the production and packaging operations and effective sulphur dioxide management. The oxidation flavour is due to multiple compounds including a range of aldehydes.

Some wines are more sensitive to oxidation than others. White wines made from the 'floral' varieties such as Riesling are very prone to oxidation, whereas red wines can withstand significant oxidation during handling due to the higher content of phenol compounds, which are natural antioxidants. The sensory characteristics of oxidation range from a dulling of the aroma , to 'cardboard' , 'straw ' and ' hay - like ' aromas , to ' sherry -like ' and ' modernised' . In extreme cases a 'wet wool', 'wet dog', or 'varnish - like' aroma can be evident. Of course for some wine styles, such as sherry, oxidation is deliberately encouraged.

- Acetaldehyde:

The sensory threshold for acetaldehyde ranges from 100 - 125 mg / L. Immediately after fermentation, table wines generally have acetaldehyde levels below 75 mg / L . However, above 125 mg / L acetaldehyde can impart odours described as 'over - ripe bruised apples', 'stuck ferment' character or 'sherry' and 'nut - like' characters. Yeast can oxidise ethanol to acetaldehyde under oxidative conditions. Therefore ullaged tanks can lead to surface yeast infection where acetaldehyde is produced (note that high levels of acetic acid and ethyl acetate may also be produced under these conditions). Ethanol represents the primary source of carbon in aerobic film - yeast growth.

Acetaldehyde levels increase as wines age due to chemical oxidation of ethanol. As acetaldehyde is also an intermediate in the bacterial formation of acetic acid and under low-oxygen conditions and/ or alcohol levels greater than 10 % v / v, acetaldehyde tends to accumulate instead of being oxidised to acetic acid.

Apart from chemical and microbiological formation, winemaking practices can influence the level of acetaldehyde present in wine; addition of SO₂ during fermentation can increase the concentration of acetaldehyde, as can increases in pH and fermentation temperature.

- Volatile acidity:

Volatile acidity (VA) is a term that probably represents the wine industry's first measure of wine quality, although in a negative sense. As a result, the measure of volatile acidity is still prominent in the wine regulations of most countries, even though the components of volatile acidity represent no threat to health, and the amount of volatile acidity tolerated will vary with the style of wine and the individual. The legal maximum content of volatile acidity in Australian wines, excluding SO₂ and expressed as acetic acid, is 1.5 g / L.

Volatile acidity is a measure of the low molecular weight, or steam- distillable, fatty acids in wine, with by far the major acid being acetic acid (> 93 %) ([Click here for more information](#)). However, other contributors to the chemical measure of VA include carbonic acid (from carbon dioxide), sulphurous acid (from SO₂), as well as lactic, formic, butyric and propionic acids. Note that sorbic acid is also steam- distillable and should be taken into account if it has been added to wine (usually as potassium sorbate).

Generally perceived as the odour of vinegar, volatile acidity or acetic acid has a reported aroma threshold in wine to be as low as 0.1 – 0.125 g / L, depending on the style of wine and the individual. However, the concentration at which the acid is regarded as detrimental is usually greater than 0.7 g / L. The volatile acidity is more easily detected if a small amount of ethyl acetate is also present, and in some cases ethyl acetate aroma can dominate.

- Brettanomyces:

Can produce elevated levels of VA when grown under aerobic conditions. Some strains of *Saccharomyces* can also produce large amounts of acetic acid when placed under stress, i. e. during low or high temperature fermentations, during fermentation of high sugar musts, when available nitrogen is low or when the pH is low (i. e. > 3.2). In addition, the AWRI has found that addition of vitamin mixtures to white grape juice fermentations increased the acetic acid concentration in the wines.

- Ethyl acetate:

Various acetate esters, especially ethyl acetate, can contribute to the sensory perception of volatile acidity, as indicated above. Ethyl acetate is perceived as the odour of nail polish remover and has a reported sensory threshold of 12 mg / L. Ethyl acetate is the major ester produced by yeast and at low levels can contribute 'fruity' aroma properties and add complexity to wine. The concentration of ethyl acetate ranges from about 30 – 60 mg /L in 'normal' wines, to about 150 – 200 mg / L in defective wines.

Factors that can influence ethyl acetate formation by yeasts include the yeast strain employed, temperature of fermentation, and the amino nitrogen content of the juice and sulphur dioxide levels.

- Mousiness:

Mousy taint is an off- flavour reminiscent of caged mice or sometimes cracker biscuit, and in sensitive individuals renders the wine undrinkable. The taint is generally perceived late on the palate or after the wine has been swallowed or expectorated and usually takes a few seconds to build. It tends to linger and leave a most obnoxious taste in the mouth for some time. If you move quickly to the next wine in a line - up, you might miss a mousy wine. Mousy taint is rarely detected by sniffing because the compounds involved are not volatile at wine ph. (Potential of Hydrogen). Note that there is considerable variation in the sensitivity between individuals to the taint.

L.O 2.5: Resolve wine related issues and challenges, record them for future planning.

❖ **Content /topic 1: Common customer issues related to wine :**

Common customer's issues are:

- Inadequate wine service.
- Inappropriate attitudes.
- Poor wine service temperature.
- Faults in wine.

❖ **Content /topic2 : Procedures for resolving wine related issues:**

The procedures for resolving win related issues are:

- Listen the guest
- Apologize
- Solve problem
- Make follow up
- Record keeping

L.O 2.6: identify opportunities for improvement in wine management systems and recommend actions to colleagues.

❖ **Content /topic1: Recommended actions for wine management systems:**

Recommended actions for wine management systems are:

- Appropriate storage methods.
- Appropriate wine storage equipment
- Storage temperature
- Wine storage position

❖ **Content /topic2 :Opportunities for improvement in wine management system :**

- ✓ There are six (6) keys opportunities for improvement in wine:
 - Metrics measurement: Production efficiency requires a shift of focus towards key parameters such as production speed, resource use (materials, energy, and water), labour use and costs. An important step in increasing efficiency is to understand and measure current efficiency levels for key each part of the production process.
 - .Automation: Automation can greatly enhance process efficiency by reducing materials use and labour while increasing production speed and quality.
 - Cross flow filtration: The wine industry is greatly varied in regards to the different methods used in various winery processes. Advances in technology and its application to the wine industry are of high importance, particularly where new technology can greatly reduce resource use. Cross flow filtration provides a rapid, energy- and materials-efficient.
 - Method for clarification and stabilization and its diverse application in the food and beverage industry has been steadily increasing.
 - Fermentation yeast efficiency: In the context of production efficiency, it is important that process flows are streamlined and ideally continuous with repeatable results. Bottlenecks for the wine industry include fermentation and crushing/pressing processes. Studies into fermentation efficiency have determined that it is important for yeast strains to match juice quality parameters for rapid, problem free fermentation resulting in reduced fermentation times.
 - Continuous pressing systems: Continuous processes are more process-efficient than batched systems (due to flow-on effects associated with process scheduling, labor and quality control) and for this reason, crushing and pressing steps have greater efficiencies if continuous methods (such as screw presses) are used to maximize process efficiencies.
 - Contact cold stabilization: Energy prices are continuing to rise and energy efficiency will become increasingly important to wineries. Processes such as contact cold stabilization with heat exchange and cross flow filtration systems are one way to greatly reduce energy costs with rapidly stabilizing wine
-
- ✓ Five (5) Ways to Improve Wine Quality:
 - Minimize room for error: We've all been a part of simple mistakes resulting in quality compromises and inventory losses. Were a majority of these mistakes preventable if you

had spent more time structuring processes and workflow? I bet so—especially during harvest when staff is tired and often overworked. Having reliable SOPs and accountable.

- Have access to critical growing season metrics: We all know the potential for a wine's quality is set by the vineyard. The days of sifting through your three-ring viticulture binder should be over. Having real-time insight into vineyard trends and seasonal data with strong vineyard management software is essential to be forward-thinking about future vintages and to understand how to maximize quality
- R-focus you're most valuable personnel on top-line work: Why would you pay your winemaker \$40/hour to spend 50% of their time maintaining spreadsheets? You're throwing away money on your most valuable personnel. Keep them focused on what builds the most value to you, which is spending time in the vineyard and cellar, tasting, networking, and growing professionally, not stagnating behind a computer. Enable them with tools that allow them to do their job from anywhere and access the information they need at their fingertips to maximize your wine quality potential.
- Equip your team with modern technology: Select technology tools that allow your team to be most effective at their job. Whether that be utilizing a digital work order system, pushing production software notifications to your personal phone, or using mobile apps that capture and contain your production data, it'll make your operations that more efficient and save time and money in the long run.
- Invest in your people: Happy employees do better work. It's just a fact. There's no doubt that when employees feel empowered, are given the freedom to explore their art, and are encouraged to have fun produce better outcomes. Give them what they need. Allow them to do their work from where they're most effective. Invest in technology that excites them and provides the structure to simultaneously improve your wine quality. Provide your team with an environment where they can flourish, and your business will in turn.

Learning unit 3: Develop and extend wine skills and knowledge for self and others.

L.O 3.1: Evaluate own skills and knowledge to identify gaps and opportunities for further development.

Content/ Topic 1:Self-evaluation techniques/ SWOT analysis:

Self – evaluation techniques are:

- Strength identification
- Weakness identification
- Opportunities identification
- Threats identification

❖ Content/Topic 2: Opportunities to extend wine skills and knowledge:

❖ The Opportunities to extend wine skills and knowledge:

- Internet research
- Wine reference books
- Attending trade shows u
- Reading general and trade media
- Tours
- Wine and food festivals
- Attending wine promotion and tastings
- Attending professional tastings and specialized seminars
- Networking
- Membership of associations, professional organizations and industry bodies
- Talking to products suppliers, winemakers and vineyard managers

L.O 3.2: research appropriate opportunities to extend wine skills and knowledge.

❖ Content/ Topic 1: Opportunities to extend wine skills and knowledge:

Opportunities for wine promotion are:

- Internet research
- Wine reference books
- Attending trade shows
- Reading general and trade media
- Tours
- Wine and food festivals

- Attending wine promotion and tastings
- Attending professional tastings and specialized seminars
- Networking
- Membership of associations, professional organizations and industry bodies
- Talking to products suppliers, winemakers

L.O 3.3: provide advice to other staff on wine related matters.

❖ Content/ Topic 2: Channels of providing advice to colleagues on wine matters:

They are different channels of providing advice to colleagues on wine matter some of them are:

- Meeting.
- Writing.
- E- Mail.
- Discussion.
- Briefing

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