

# STANDARD OPERATING PROCEDURES

## CHAMBERS 2.6 – UNDERSTAND THE SERVICE OF



<b>PURPOSE...</b>	2.6 How to Serve Wine & Champagne
<b>WHEN TO...</b>	Upon guest order

<b>TASK</b>	<b>➤ THIS IS HOW WE DO IT...</b>
White, Rose, Dessert Wine and Champagne	<ul style="list-style-type: none"> <li>➤ Mise-en-place: Ice bucket, Service Cloth, Wine Opener, Wine Glass.</li> <li>➤ While the wine agent is retrieving the wine from cellar, TM will place corresponding wine glasses on the table, with ice bucket filled with ice and some water and service cloth beside the table.</li> <li>➤ To serve the wine, present the bottle to the host from his/her right, mentioning 3 things: Vintage, Name of Wine, and Origin. "Excuse me Ms Violet, this is the 2013 Chateau Lafleur Malbec, from France".</li> <li>➤ Proceed to open the wine, place the cork in front of the host for his inspection, and then pour 30ml tasting portion for the host.</li> <li>➤ With the host permission, proceed to serve the ladies first, going clockwise after the host's seat, followed by the gentlemen, and the host last.</li> <li>➤ Place the wine/champagne bottle, if any remaining, in the ice bucket.</li> <li>➤ Before departing from table, say "Please enjoy the wine" to signify end of wine service.</li> </ul>
Red	<ul style="list-style-type: none"> <li>➤ Same service as white wine, however, no ice bucket is required.</li> <li>➤ The wine bottle is placed on the table, on a silver wine serving dish.</li> </ul>

<b>RESULT...</b>	Professional service of wine & champagne
<b>STANDARDS...</b>	➤ Serve ladies first, followed by gentlemen, ending with host.

Prepared By :	Acknowledge by:	Approve By:
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..... Outlet Manager	..... Director Of Food & Beverage	..... Hotel Manager / Director Of Operation
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