

MIXOLOGY LEADERSHIP & CRAFT: WINE BASICS, SERVICE + TASTING

Trainer Activity Guide



60 minutes



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This activity is a chance to become familiar with wine basics, our wine products, applicable workflows and apply passion for service.

Learning Objective

After completing this activity partners should be able to:

- Be familiar with wine basics and our current wine products
- Pour wine beverages following the appropriate workflows while demonstrating Passion for Service
- Provide recommendations to customers based on product knowledge
- Maintain product quality

Directions

To get the most out of the activity, plan to lead this as a 1:1 exercise with a partner or in a small group setting.

The training should be led by a Bartender Trainer.

Checklist

- ☐ Schedule appropriate time for this training activity based on needs of bartender
- ☐ Review the following materials:
 - This discussion guide
- ☐ Ensure you have the following supplies:
 - Mixology Leadership: Wine Basics
 - Wine/Sparkling Wine Service Workflows
 - Product description sheets
 - Mixology Recipe Card Deck
 - Wine products



1

Prepare – Introduce the activity (5 mins)

Welcome to the Mixology Leadership & Craft: Wine Basics, Service + Tasting activity. Over the course of the next 30 minutes we will:

- Review wine basics
- Review wine product sheets
- Learn and practice wine/sparkling wine workflows
- Taste our wine products

2

Present – Wine Basics (15 mins)

Ask: What's your level of wine knowledge?

Tell the partner they are going to learn wine basics.

Read Mixology Leadership: Wine Basics.

2

Present – Wine Product Sheets (10 mins)

Ask: How familiar are you with our wine products?

Tell the partner they are going to learn about our wine products.

Read the wine product sheets for sellable items.

2

Present – Wine Workflows (5 mins)

Ask: In your previous position, what level of detail was required for wine service?

Ask: What did you learn about natural break points during barista training? Given your expertise, what are some natural break points within wine service?

Tell the partner they are going to learn the intentional steps of Roastery and Reserve wine service and natural break points.

Read the Wine/Sparkling Wine Workflows.

Demonstrate wine service following the Wine/Sparkling Wine Service Workflow highlighting key points and reasons why.

Tell partners to reference the workflow as you demonstrate. This is a critical component in training as Passion for Service lives within the steps of service, which they will experience during this activity. Refer to Facilitator Notes for details.

Ask: Are there any questions?



3

Practice – Pour wine (20 mins)

Wine Service

Ask partner to demonstrate wine service steps. Repeat process as needed until service steps are successfully demonstrated.

Encourage partner(s) to taste wine following tasting steps, reference Mixology Leadership Wine Basics.

Review and discuss tasting notes compared to product description sheets.

Repeat as needed depending on size of group to ensure all partners successfully complete steps of wine service. Partners should practice with a different wine each time to allow tasting of all wines. Continue practice session until all wines and sparkling wines have been tasted.

Do: Gauge the partners ability to share stories and showcase mixology theater for customers while demonstrating the steps of service. If the partner is not yet confident, continue practicing until they gain confidence.

4

Follow Up (5 mins)

Say: That concludes this activity. You are ready to discuss wine basics and our current wine products with customers. You are also ready to pour wine following the proper workflows to deliver passion for service.

Ask: What questions do you have for me? What was your biggest insight from the activity?

Say: Be sure to take a few notes in your Learning Journal.

Well done and thanks for your time and commitment!