

E A T A L Y

WINE BOTTLE SERVICE

RESTAURANT SERVICE STANDARDS

Why is it so important that we get every detail perfect for wine bottle service?

Wine Bottle Preparation

1. Retrieve the bottle
2. Retrieve the number of *polished* glasses for those enjoying the bottle of wine
3. Have a wine key handy
4. Have a serviette to avoid stained wine labels



Presenting the Bottle of Wine

- Present the wine to the person who ordered it
On their right side, if service allows
- Repeat the producer, grape varietal, location, and vintage of the wine, and look for approval from the host
“I have for you the 2018 Barolo Serralunga by Fontanafredda from Piemonte”
- Never hold the bottle from the neck
Hold from the bottom or the side



Pro Tip!

For older vintages, avoid shaking the bottle to prevent the sediment from being poured into the glass.

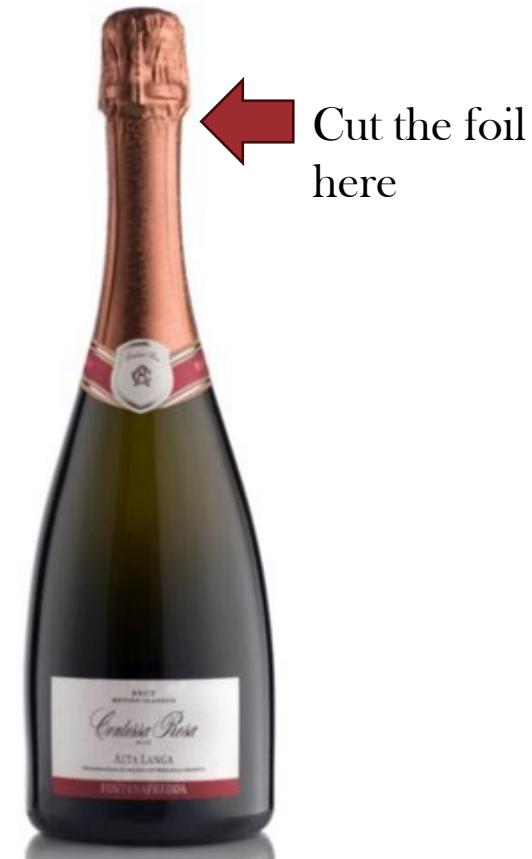
Opening and Pouring Still Wine

1. Cut the foil of the bottle underneath the raised portion on the neck of the bottle
2. The lip of the bottle should be wiped twice:
 1. After removing the foil
 2. After removing the cork
3. Carefully extract the cork
Make every effort not to “pop” the cork
4. The server makes sure the wine is sound by smelling the cork themselves
5. Pour a 1oz taste for the person who ordered the wine
6. If approved, serve the wine clockwise, ending with the host
Minimum 3 oz
7. Use a serviette to wipe the bottle after each pour
8. If pouring for a large group, use caution to make sure there is enough wine to fill everyone’s glass
If you think each guest will not get the 3 oz minimum, suggest they order a second bottle
9. For red wine, leave the bottle on the table
For white wine, place in an ice bucket, and label the bottle with the table number



Opening and Pouring Sparkling Wine

1. Cut the foil underneath the cage
Using the tab is allowed, but not preferred
2. Place a clean serviette over the cage with your thumb, or hand over the cork
Make every effort not to “pop” the cork
3. Always maintain control, and always point the cork *away* from the guest
4. Untwist the wire cage and loosen for removal later (do not remove the cage right away)
5. Always keep your hand or thumb on the cork
6. With a firm grip on the cork, twist the bottle *away* from the cork holding the bottle at a 45° angle until the initial rush of CO₂ dissipates
7. Place the cork and cage in your pocket
8. Pour a 1oz taste for the person who ordered the wine
9. If approved, serve the wine clockwise, ending with the host
Minimum 3 oz
10. Aim to pour in a steady stream, but two pours are acceptable
11. Use a napkin/serviette to wipe the bottle after each pour
12. If pouring for a large group, use caution to make sure there is enough wine to fill everyone’s glass
If you think each guest will not get the 3 oz minimum, suggest they order a second bottle
13. After pouring place in an ice bucket, and label the bottle with the table number



Cut the foil here

“Bad” Bottles

If a guest is unhappy with the wine...

- Graciously remove the wine and dirty glass from the table
- IMMEDIATELY inform the Sommelier or manager so they can assess if the wine is sound
 - If the wine is corked, they will apologize and bring another bottle
 - If the wine is sound but the guest simply does not like it, the Sommelier or manager can suggest an alternative

Demonstration