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### **Court of Master Sommeliers “Europe” Service standards**

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## Mise-en-Place

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- ❖ Wine lists must be clean, correct, current and easy to read.
- ❖ Glassware must be clean, and free from odour- Glasses should be polished with steam and clean linen cloths.
- ❖ Glass cloths should be made from cotton or linen (Nylon and manmade fibers repel water.) Service cloths are folded and prepared before service.
- ❖ Glass stemware is the only thing to touch the tablecloth – bottles, decanters and corks should be placed on an under – liner, which should be cleaned and polished before service
- ❖ Bottle opening tools are organised before service.
- ❖ Wines are stored neatly and organised.
- ❖ Wines should be stored and offered for service at correct temperatures.
- ❖ Beverage service is always performed (where possible) to the right of the guest's.
- ❖ All stemware required for service must be checked for soundness and cleanliness. Stemware should be given a final polish and checked before placement on the table.



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## Standard Service Techniques

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- ❖ Present the wine list from the right-hand side.
- ❖ Offer assistance with the wine list.
- ❖ Be prepared to answer questions on the character & quality of wines, vintages, and food pairing.
- ❖ Stand to the right of the guest to take the order. sommelier should repeat verbally the order to confirm the choice.
- ❖ Select the correct glassware and bring to the table on a tray prior to the service of the wine.
- ❖ Glass stemware is placed to the right of each guest's and is keyed off the knife.
- ❖ Actual positioning is often dictated by house style or size of the table, but the standard format for one wine glass and water glass would be to place the wine glass above the large knife with the water glass diagonally below to the right **or** diagonally above to the left.
  - There are many different placements which are acceptable, but it is important that the placement of glassware is identical for each guest's.
  - Glass placement starts with the person to the host's left and continues clockwise to finish with the host's.
  - Under- liners for the bottle and cork (if to be left on the table) are placed to the right of the host's. (or within easy reach)
  - The sommelier presents the bottle to the host's – "label side up" – and repeats verbally the name and vintage of the wine to re-confirm the order.
  - Cut the foil below the second lip to prevent the wine dripping behind the foil & contaminating future pours
  - The foil is placed in the sommelier's pocket and the top of the cork is wiped with a clean serviette
  - The worm of the corkscrew is inserted into the cork just off centre and is slowly twisted through the cork, stopping just before the bottom of the cork is reached. The cork is then gently levered out of the bottle without causing a pop.



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## Standard Service Techniques (continue)

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- ❖ Wipe the top of the bottle again with the serviette and present the cork to the host's placing it on the under-liner to his/her right.
  - Hold the bottle in the right hand – label towards the host's and pour a small amount for the host to taste (approx. 3cl).
  - Step back and wait for the host to approve the wine.
  - After approval, the sommelier serves the wine, moving to the left (clockwise) around the table, serving the ladies first, gentlemen second and the host's last – regardless of gender.
  - If there is a guest of honour, that person is served before anyone else on the table. In parties of eight or more it is acceptable to serve everyone in a clockwise direction regardless of gender.
  - Fill glasses 1/3 to ½ full dependant on the size of the glass.
  - Twist the bottle slightly as you raise the angle of the bottle at the end of each pour and wipe the bottle neck with the cloth being used for service to prevent drips to the table.
  - Place the bottle on an under –liner or coaster or alternatively for white/ Rosé wines, in a bucket or cooler. If the wine is at the correct temperature it is also appropriate to leave it on a coaster or in an insulated cylinder on a plate or coaster. **Be careful not to overchill.**
  - The sommelier should ask the host if he/ she may remove the cork at this point.
  - If a second bottle of the same wine is ordered, bring the host's a clean glass to taste the wine and then ask the host's if clean glasses should be offered to everyone.
  - For additional new wine orders, the glassware is placed diagonally below the original glass, either to the left or right, depending on the house style.



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## Sparkling Wine Service (additional points)

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- ❖ **1<sup>st</sup> Method** - The bottle is presented in the air and opened in the air.
- ❖ **2<sup>nd</sup> Method** - The bottle is presented in the air and opened in a bucket on a stand.
- ❖ The correct glassware, tulips or flutes, bucket and stand containing iced water, sufficient to cover the bottle up to the neck, and two service cloths are prepared. – Make sure the wine is cold enough for service. (5-7°C)
- ❖ Position the correct glassware for each guest's. Place an under-liner to the host's right to present the cork.
- ❖ Position the bucket and stand to the right of the host's. Place a clean service cloth on top.
- ❖ Sommelier should present the bottle to the host's and verbally confirm the name of the wine and vintage.
- ❖ **CUT THE FOIL** at the bottom of the cage. (using the tab is permitted but not preferred)
- ❖ Remove the foil. (**placed in Sommeliers pocket**)
- ❖ Place a clean service cloth over the cage with the sommelier's thumb or hand over the cork.
- ❖ Control must be maintained at all times. **ALWAYS** point the cork **AWAY** from guest's.
- ❖ The Cage (Agraffe) is untwisted, (6 full turns) and loosened for removal later. **Keep the hand or thumb over the cork at all times.**
- ❖ The sommelier should firmly grip the cork and **twist the bottle away from the cork**, holding the bottle at an angle of 45°. This is done in the air or in the bucket, but **never against the body**.
- ❖ The cork is gently released with little or no noise and the bottle is held at an angle of 45° until the gas dissipates.
- ❖ Remove the cage from the cork. (cage placed in sommelier's pocket)
- ❖ Place cork on under-liner to guest's right.
- ❖ **Pours are done in a single stream - Two pours permitted if necessary.**
- ❖ **Always complete the pours for one guest before moving on to the next.**
- ❖ Hold the bottle by the punt - Two fingers under the neck for support is acceptable.
- ❖ Wine service is completed as for standard wine service.
- ❖ After pouring the wine is placed:
- ❖ **1<sup>st</sup> method** - In a bucket & stand to host's right.
- ❖ **2<sup>nd</sup> method** - In a cooler, placed on an under-liner on the table.
- ❖ Both should have a clean service cloth neatly draped over the bucket /cooler.

**Wine service is completed as for standard service.**





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## White Wine & Young Red Wine Service (additional points)

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### Additional points for White Wine Service

- ❖ 1<sup>st</sup> method – Open on a guéridon next to, or close by, the table. Preferably to the hosts right and placed in an ice bucket and stand next to the host's table, to the host's right.
- ❖ 2<sup>nd</sup> method – Open in the ice bucket and stand. Return the bottle to the bucket after pouring the wine.
- ❖ 3<sup>rd</sup> method – Open on the guest's table on an under-liner or serviette (if there is sufficient room on the table) and place in an ice bucket and stand to the host's right or in a cooler, on an under-liner, on the table to the host's right.
- ❖ 4<sup>th</sup> method – Open on a side table or stand and return to an ice bucket and stand to the host's right, or alternatively, place in a cooler on an under-liner on the table (host's right).
- ❖ 5<sup>th</sup> method- Open in the air and return to an ice bucket and stand placed on the host's right, or to a cooler on an under-liner on the table (host's right).
- ❖ with the bottle being placed on an under-liner on the table, or in an ice bucket close by.
- ❖ Opening in the air is common practice at cash functions.

**Wine service is completed as for standard service.**

### Additional points for young Red Wine Service

- ❖ 1<sup>st</sup> method – Open on a guéridon next to, or close to, the table. Preferably to the host's right. Place the bottle on an under liner on the table on the right of the host's.
- ❖ 2<sup>nd</sup> method – Open on a side table or stand and place on an under liner on the table to the host's right after pouring.
- ❖ 3<sup>rd</sup> method - Open on the guests table, on an under-liner or serviette. (if there is sufficient room)
- ❖ 4<sup>th</sup> method - Open in the air to the right of the host's and place on an under liner on the table to the host's right after pouring.

**Wine service is completed as for standard service.**



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## Old Red Wine Service (additional points)

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- ❖ Place the correct glassware for the wine on the table.
- ❖ A guéridon is indispensable for decanting - all materials should be placed on it before positioning it alongside the table.
- ❖ Equipment required: clean decanter, candle, matches, ashtray,
  - Cork removal tool, multiple clean serviettes, decanting basket,
  - 3 under-liners for cork, bottle & decanter.
  - **If a guéridon is not available, a small table may be placed by the guest's table. The decanting equipment should be placed on this table.**
- ❖ Line the decanting basket with a clean serviette and take it to the cellar to obtain the selected bottle.
- ❖ Place the bottle in the basket carefully, label upwards so as not to disturb the sediment. Return the bottle and basket to the guéridon.
- ❖ Light the candle away from the table and place the guéridon to the host's right.
- ❖ Present the bottle in the basket, to the host's and repeat the wine name and vintage verbally.
- ❖ Return the basket and bottle to the guéridon and position for opening. If the decanting basket angle is too low, prop with an under-liner or serviette.
- ❖ Cut the foil below the second lip & remove. Removal of the whole foil cap is acceptable. Wipe the lip with a clean serviette.
- ❖ Carefully remove the cork without moving the bottle.
- ❖ Carefully wipe the lip again.
- ❖ Carefully lift the bottle from the basket. Pick up the decanter in the other hand and position yourself so that you can see the light of the candle through the glass of the bottle neck.
- ❖ Pour the wine slowly and steadily into the decanter in a single pour, avoid touching the neck of the bottle on the neck of the decanter.
- ❖ Pour steadily until the sediment appears in the neck but does not enter the decanter. Careful pouring will minimise the amount of wine remaining in the bottle.
- ❖ Present the cork on an under -liner. (This could be done prior to decanting, or, at this point)
- ❖ Wipe the bottle on a clean serviette and place on an under-liner on the table.
- ❖ Wine is served from the decanter for the host to taste. Service is completed in the standard manner.
- ❖ Place the decanter on an under- liner on the table.
- ❖ Ask the host if the cork and empty bottle may be removed.

**Wine service is completed as for standard service.**



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## Twist off Closure & Cigar Service

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### Twist off Closures

- ❖ Present the bottle in the standard manner.
- ❖ Remove the screw cap. Sommelier to place in pocket (screw cap is not presented.)
- ❖ Wipe lip of the bottle with a clean service cloth.

**Wine service is completed as for standard service.**

### Cigar Service

- ❖ A guéridon is indispensable for cigar service – all materials should be placed on it before commencing service.
- ❖ Items required: humidor, 2-3 ashtrays, non-sulphurous matches or a butane lighter, cedar strips, serviettes, cigar cutters (straight & V) side plate for waste.
- ❖ Place a side plate on the table to the left of the host.
- ❖ Offer the humidor from the left and offer recommendations as required.
- ❖ After guest(s) has selected cigar take this to the guéridon with the humidor.
- ❖ If the cigar is in a cellophane wrapper, remove it by gently squeezing out and placing the cellophane in the pocket or on the waste plate.
- ❖ Never touch the head of the cigar and do not remove the band.
- ❖ Ask the guest(s) what kind of draw they would prefer, light, medium or full.
- ❖ Hold the cigar carefully and cut accordingly over the waste plate. Tap the cigar gently to remove any loose pieces.
- ❖ Present the cigar on a clean plate to the guest's left.
- ❖ Offer to light the cigar with the matches, or cedar strips, which are the preferred methods. A butane lighter is also acceptable.
- ❖ The light should be held 2 inches (5cm) below the tip of the cigar.

**NOTE: Few restaurants now permit smoking and this is no longer tested in our examinations.**





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## Cordials, Liqueurs, Filtered, Brandy and Non-Sediments Fortified Wines Service

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- ❖ A guéridon is indispensable for after dinner drink service, all materials should be placed on it before commencing service.
- ❖ Service items required: measures, (25/ 50ml) service tray, serviettes, beverage selection, correct glassware assortment.
- ❖ Assistance is often required to describe beverages / qualities of products offered. Sommelier should be prepared to answer questions on the origins /flavours and pairings with desserts, cheese etc.
- ❖ After the guest(s) has made the selection – pour & serve.
- ❖ If there is a guest of honour, he or she should be served first, followed by ladies and then gentlemen and finally the host.
- ❖ **1<sup>st</sup> method:** The correct amount is measured with a measure into the correct glass on the guéridon. Place the glass on a tray and present to the guest from the right.
- ❖ **2<sup>nd</sup> method:** The correct glassware, measures and bottles are taken to the table on a small hand held tray, or a large one positioned on a clothed tray jack. The selected liquor is measured or free poured from the bottle and the lip is wiped with a clean serviette.
- ❖ **3<sup>rd</sup> method** - The correct glassware, measures and bottles are taken to the table on a tray and positioned on the table to the right of the guest. The selected liquor is measured or free poured from the bottle and the lip is wiped with a clean serviette.

**Note:** In the UK only Gin, Rum, Vodka & Whisky need to be poured from specific measures (25 or 35 mls or multiples of the stated measure).

**Wine service is completed as for standard service.**



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## Storage

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### Always Store Wines:

- ❖ At a constant temperature 10 -13°C – ideal for long term storage.
- ❖ Where they can be easily reached in an organised manner.
- ❖ Away from unpleasant smells which could penetrate corks.
- ❖ Away from insect & rodent pests. – Damage to labels, corks & boxes
- ❖ Lying down – moisture keeps corks intact.
- ❖ Store spirits standing up.

### Never Store wines

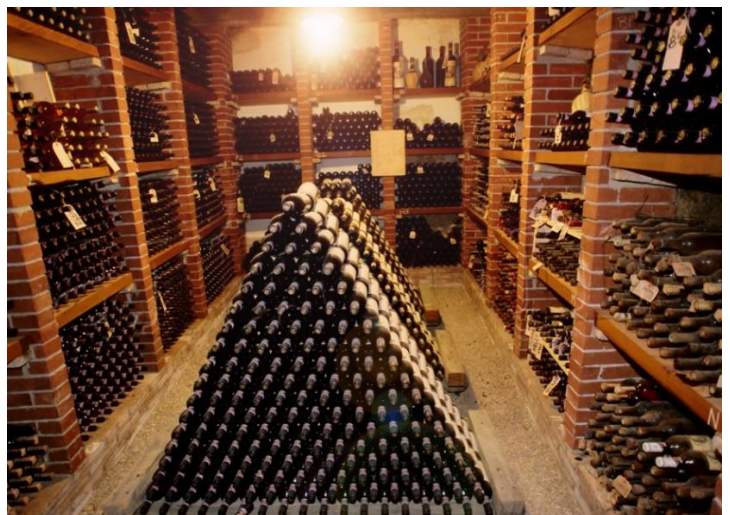
- ❖ In strong light, it will prematurely age wine & fade labels.
- ❖ In damp conditions moisture, will destroy labels and develop mould on corks.
- ❖ Where there is vibration. This can cause premature ageing of wine.
- ❖ Upright for more than a few weeks (except wines with twist off closures) as corks will dry out, shrink and let in air thus oxidising wines.
- ❖ Exposed to excessive heat - wines will be permanently damaged

### Purchasing older wines

- ❖ Enquire how bottles have been stored previously.
- ❖ Enquire when the bottles were shipped from the winery cellar.
- ❖ Inspect the bottles for label damage, leakage & ullage.

### Serving Temperatures

- ❖ Sweet white wines. 6-8°C
- ❖ Dry Sherry, Madeira. 6-8°C
- ❖ Mineral water. 6-8°C
- ❖ Champagne & Sparkling wines. 6-10°C
- ❖ Light white & rosé wines. 7-10°C
- ❖ Draught & bottled lager beer. 9-11°C
- ❖ Heavy white wines. 10-13°C
- ❖ Light red wines. 10-13°C
- ❖ Draught & bottled bitter beers. 12 -14°C
- ❖ Tawny Port & Sweet Sherry. 12 - 16°C
- ❖ Medium bodied red wines. 15 - 18°C
- ❖ Full bodied & aged red wines. 15 - 18°C
- ❖ Brown ales & Stouts. 15 - 18°C



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## Other Facts

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***These are standards which are used to grade candidates***

***Standards are required to evaluate service***

***The Court accepts that differences exist in real service settings.***

***The Preparation for the service of wine begins when the  
bottles are delivered.***

***Wines must be stored correctly if they are to show at their  
best.***