

# Topic 5 Beverage Service Operation Function



Beverage is any liquid consumed by humans for quenching thirst, or merely for pleasure. Beverages come in various types -

## Non-Alcoholic Beverages

There are two types of non-alcoholic beverages.

### Hot Beverages

These are served hot. Hot beverages typically include tea, masala tea (spiced tea), milk, hot chocolate, and variants of coffee such as espresso, latte, and cappuccino.



## Cold Beverages

These are served and consumed while chilled. Cold beverages include juices, mocktails, coolers, cold versions of tea and coffee, milkshakes, carbonated drinks, mocktails, and sherbets. The following beverages are famous in countries like India:

- **Buttermilk** with a dash of powdered cumin seeds and salt.
- **Aam Panna**, a sweet and sour raw mango juice with a dash of cardamom in it.
- Tender coconut water locally called **Nariyal-Pani**.
- **Sol Kadhi**, thin coconut milk flavored with *Kokum* and ginger-garlic-chili paste.

There are a few cold beverages which come as cocktails and are prepared using alcohol.

## Alcoholic Beverages

These are served cold. Alcoholic beverages are intoxicating and contain *ethanol*, commonly known as alcohol. Such beverages need to undergo fermentation and distillation to generate alcohol contents. The percentage of alcohol varies in the range of 0.5% to 95% depending upon the methods of fermentation and distillation.

- Wine, Cider, Perry, and Champaign are **fermented** alcohols.
- Beer, ale, and lager are **fermented and brewed** alcohols.
- Gin, Vodka, Whisky, Rum, Brandy, and Tequila are **distilled** alcohols.



If a beverage contains at least 20% **Alcohol by Volume (ABV)**, it is called **spirit**. **Liquors** are similar to spirits. The only difference is that liquors come

with added sweetness and flavoring. Liquors and spirits, both are strong alcoholic beverages. The following are a few most popular alcoholic beverages -

<b>Beverage</b>	<b>Process/ Raw Material</b>	<b>Origin</b>	<b>Alcohol by Volume (ABV in %)</b>
Beer	Beer is obtained by fermenting liquid mixture of cereals such as corn, rye, wheat, barley and yeast.	Throughout the world.	5 - 10
Brandy	Brandy is obtained by distilling the fermented fruit juices.		40 - 50
Gin	Gin is obtained by distilling the fermented juice of Juniper berries with water.	Holland	40 - 50
Rum	Rum is obtained by fermenting Sugarcane juice or Molasses for at least three years.	Central/South America	40 - 55
Tequila	Tequila is obtained by distilling fermented juices of Blue Agave plants.	Mexico	40 - 50
Vodka	Vodka is prepared by distilling starch or sugar-rich plant matter.	Russia	35 - 50
Whisky	Whisky is prepared by distilling fermented juice of cereal grains.	Scotland	40 - 55
Wines	Wines are obtained from fruits such as grapes, peaches, plums, apricots, and pomegranate. The fruits are crushed and fermented in large containers.	France/ South Africa/India	5 - 20

Due to the unwanted side effects of alcohol on consumer and the society, it is the responsibility of food and beverage service staff to verify the young customer's age before serving alcoholic beverages.

## **Your Ultimate Guide to Different Types of Coffee**

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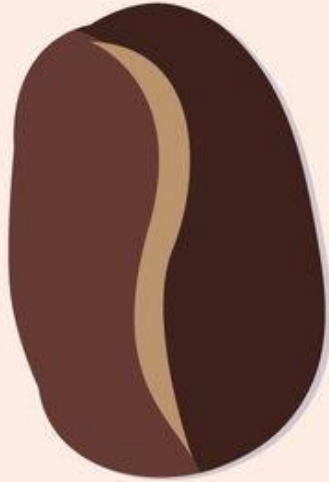


TASTE OF HOME

***We cover all the different types of coffee from lattes to red eyes. All of your burning coffee questions are *\*finally\** answered.***

We've all been there, standing in line at a favorite coffee shop, sweating because we're not entirely sure of the difference between a cold brew vs. a classic iced coffee. Oh gosh, I know I have. Good news: we're covering everything from the difference of Arabica and Robusta coffee beans to *all* the ways to brew your favorite cup of joe. Hold on tight. We're diving deep into your morning go-to drink.

# COFFEE BEANS



Arabica



Robusta



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## Different Types of Coffee Beans

In U.S. supermarkets, you'll typically find two types of coffee beans for sale: Arabica and Robusta. You may be wondering, is there a [difference between Arabica and Robusta](#)? Oh, there definitely is. Let's get right to it.

### Arabica

Arabica is the most popular type of coffee, hands down. Depending on who you ask, many coffee enthusiasts prefer using Arabica beans due to its taste. Typically used for black coffee, Arabica beans have a sweeter, more complex flavor that you can drink straight. Funny thing is, even though it's the most popular, it doesn't have as much caffeine as Robusta.



## Robusta

While Arabica is the most popular, Robusta is cheaper and stronger. Because of its bitter flavor, you'll typically see Robusta used for espresso drinks and in instant coffee mixes. If your Monday morning is lagging, reach for a cup of coffee that uses Robusta beans. Their high caffeine content will wake you right up!



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## Types of Coffee Drinks

Latte, Americano, affogato...its crazy all that you can do with a few small beans. Whether you're a coffee newbie or you consider yourself a coffee connoisseur, there are so many types of coffee drinks to discover. Here are some of the most popular types ordered by coffee lovers nationwide.

### Black

Black coffee is as simple as it gets with ground coffee beans steeped in hot water, served warm. And if you want to sound fancy, you can call black coffee by its proper name: cafe noir. Since it isn't doctored up with milk or sugar, the quality of coffee is especially important. Treat yourself to a coffee subscription box to find your favorite style.

### Latte

As the most popular coffee drink out there, the latte is comprised of a shot of espresso and steamed milk with just a touch of foam. It can be ordered plain or with a flavor shot of anything from vanilla to pumpkin spice. (Here's how to make a copycat Starbucks pumpkin spice latte.)

### Cappuccino

Cappuccino is a latte made with more foam than steamed milk, often with a sprinkle of cocoa powder or cinnamon on top. Sometimes you can find variations that use cream instead of milk or ones that throw in flavor shot, as well.

### Americano

With a similar flavor to black coffee, the Americano consists of an espresso shot diluted in hot water. Pro tip: if you're making your own, pour the espresso first, then add the hot water.

### Espresso

An espresso shot can be served solo or used as the foundation of most coffee drinks, like lattes and macchiatos.

## Doppio

A double shot of espresso, the doppio is perfect for putting extra pep in your step.

## Cortado

Like yin and yang, a cortado is the perfect balance of espresso and warm steamed milk. The milk is used to cut back on the espresso's acidity.

## Red Eye

Named after those pesky midnight flights, a red eye can cure any tiresome morning. A full cup of hot coffee with an espresso shot mixed in, this will definitely get your heart racing.

## Galão

Originating in Portugal, this hot coffee drink is closely related to the latte and cappuccino. Only difference is it contains about twice as much foamed milk, making it a lighter drink compared to the other two.

## Lungo

A lungo is a long-pull espresso. The longer the pull, the more caffeine there is and the more ounces you can enjoy.

## Macchiato

The macchiato is another espresso-based drink that has a small amount of foam on top. It's the happy medium between a cappuccino and a doppio.

## Mocha

For all you chocolate lovers out there, you'll fall in love with a mocha (or maybe you already have). The mocha is a chocolate espresso drink with steamed milk and foam.

## Ristretto

Ristretto is an espresso shot. It uses less hot water which creates a sweeter flavor compared to the bitter taste of a traditional shot of espresso or a doppio.



## Flat White

This Aussie-born drink is basically a cappuccino without the foam or chocolate sprinkle. It's an espresso drink with steamed milk.

## Affogato

The affogato is an excuse to enjoy a scoop of ice cream any time of day (and any time of year in my opinion). Served with a scoop of ice cream and a shot of espresso, or two. The affogato is extra delish served over a brownie.

## Café au Lait

Café au lait is perfect for the coffee minimalist who wants a bit more flavor. Just add a splash of warm milk to your coffee and you're all set!

## Irish

Irish coffee consists of black coffee, whiskey and sugar, topped with whipped cream. Here's an Irish coffee recipe that will warm you right up.



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## Types of Iced Coffee

What's more refreshing than cool iced coffee in the summertime? Or maybe you enjoy these chilled drinks all year long. (We do!) Here are some of the best iced coffee drinks you can sip on.

### Iced Coffee

A coffee with ice, typically served with a dash of milk, cream or sweetener—iced coffee is really as simple as that.

### Iced Espresso

Like an iced coffee, iced espresso can be served straight or with a dash of milk, cream or sweetener. You can also ice speciality espresso-based drinks like Americanos, mochas, macchiatos, lattes and flat whites.

### Cold Brew

The trendiest of the iced coffee bunch, cold brew coffees are made by steeping coffee beans from anywhere between 6-36 hours, depending on how strong you would like your cold brew. Once the beans are done steeping, add cold milk or cream. Here are a few of our best cold brew coffee tips.

### Frappuccino

Made famous by Starbucks, the Frappuccino is a blended iced coffee drink that's topped with whipped cream and syrup. But not all Frapps are made the same: watch out for coffee-free versions. Unless you're into that sort of thing.

### Nitro

A cold brew + nitrogen bubbles = a cold brew coffee with a frothy, Guinness-like consistency. (It's poured via a nitro tap, too.)

### Mazagran

Maza-who?! Mazagran coffee is a cross between iced coffee, tea and your favorite rum drink. It typically consists of espresso, lemon, sugar and (sometimes) rum.

# TYPES OF COFFEE MAKERS



FRENCH PRESS



PERCOLATOR



SINGLE SERVE



AEROPRESS



DRIP



POUR OVER



COLD BREW



MOKA

Prepared by Cheryl Y.



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## Types of Coffee Makers

Now that you're a master on all the coffee types, let's learn how to make 'em! From French presses to Mokas, there are plenty of ways to prepare your dream cup of java.

## French Press

This manual coffee maker is extremely easy to use. Add ground coffee beans into your French press, pour piping hot water over the grounds, let the coffee steep for a few minutes and finally, press the plunger down and pour! Simple as that. French presses can be used for any bean, but many people prefer using them for darker, richer roasts. Also, how fancy does this French press look? Make your morning brew...in style!

## Percolator

Try out a percolator to add a retro feel to your daily brew—like 1880s retro. To put it simply, percolators brew coffee by continuously pushing boiling hot water bubbles up into the “coffee chamber” to steep the coffee grains. This cycle is repeated until the coffee is ready to serve. They're typically used for medium roasts and prepared over the stovetop, but percolators can work over any heated surface, even a campfire (hint, hint!).

## Single Serve

Single serve coffee maker sales have really peaked in the past few years. Measure out your desired coffee amount, pour into the reusable filter, pour water in and voila! A cup of coffee just for you will be ready soon. Single serve coffee makers are perfect for single-person households (or those where just one person drinks coffee). Try out this budget-friendly single serve coffee maker which includes a fun travel mug!

## AeroPress

We've got another manual coffee maker for you. The AeroPress is very similar to the French press. To use an AeroPress, we recommend checking out this beautiful get-started guide. You can make espresso, lattes, cold brews or just a classic cup of coffee in this nifty little machine.

## Drip

Aah, yes. The classic electric coffee maker you know and love. To get your brew going in a drip coffee maker, all you have to do is scoop your coffee, pour it into the filter, pour some water in and press start to let the drip coffee maker do it's

coffee magic. Soon, you'll hear the sweet sounds of your coffee dripping right into your coffee pot. Mornings, conquered.

Some drip coffee makers also come with a thermal carafe. Typically with a double layered, stainless steel wall, thermal carafes keep your coffee tasting fresh and hot for hours longer than most glass carafes do. Some drip coffee makers use a thermal carafe, but traditionally, they use a glass carafe instead.

## Pour Over

A pour-over coffee maker is exactly what it sounds like: you manually pour hot water over the beans. With a solid 5-star rating on Amazon, pour-over coffee makers like Chemex are a solid choice. Fans love the fact that you get to control the strength of the coffee, plus the pots are super easy to clean. You do need a special kind of filter, though, which is pricier than the typical drip coffee filter. However, some are reusable.

## Cold Brew

Diehard cold brew fans may want to invest in a cold brew coffee maker. To use a cold brew maker, throw in your coffee grounds, brew and serve. You can store the coffee for up to 36 hours. If you're looking for a multi-functional coffee maker, you can prepare cold brew coffees in other makers, like the AeroPress.

## Moka

Moka pots share a lot of similarities with the percolator and there's often confusion between the two. Both need a heated surface, like a stovetop or even a campfire. However, the Moka pot produces an espresso-like drink and its brewing process is a bit different than the percolator. You need to keep more of an eye on it because when the Moka pot's water is spent, you should remove the pot from the heat surface to avoid burnt-tasting coffee. Whereas with the percolator's simple brewing process, the longer you leave it running, the stronger the coffee will be.



## **Serving Tea & Coffee to Guests - Service Standards**

- All hot beverages must be of the best quality and to be served at the right temperature.
- A choice of brown, white and sugar substitute should be given.
- Tea should be served with loose leaves (unless tea bag is requested, except herbal tea).
- The server should ask the guest if he / she wants the tea with strong or weak or medium taste.
- Iced coffee and iced tea must be served cold, and hot coffee and tea must be served hot.
- Skimmed milk/ cream is should be available upon request.
- Coffee, tea, cappuccino, espresso, café latte must be served in its respective cup.
- Brown sugar/coffee crystal for all kinds of coffee, white sugar for teas.
- Sugar substitute should also be available.
- Cappuccino must be served with foam above the top of the cup.
- All cups/ glasses must be clean with no marks, chips or lipstick.



## Equipment's required for Tea and Coffee Service:

### For Tea service:

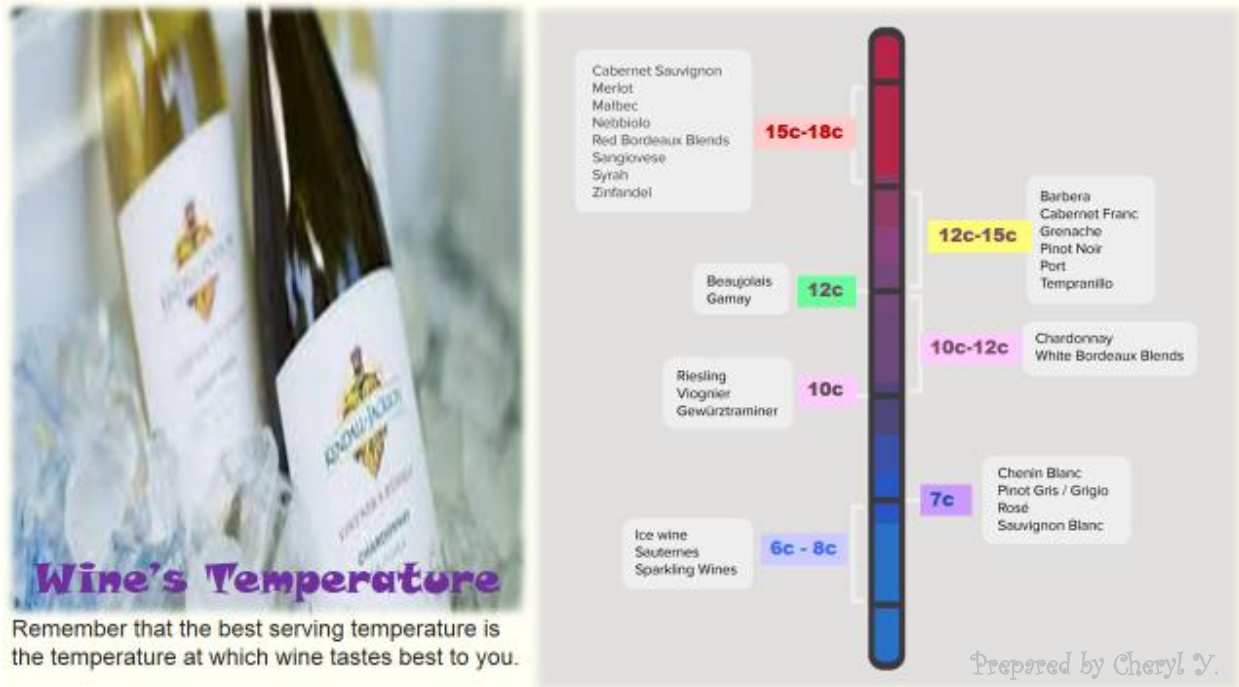
- Tea cup and saucer.
- Tea strainer and spoon.
- Tea pot, hot water jug,
- Hot milk jug.

### For Coffee service:

- Coffee cup and saucer
- Tea spoon.
- Hot milk jug.
- Sugar substitute.

### Tea Coffee Service Procedures:

- Heat up the milk and put in a milk jug (cold milk for Ice coffee or tea).
- Prepare sugar bowl, milk jug, teaspoons and coffee/tea saucers OR Straw, Stirrer, Sugar Syrup on a tray.
- Brew coffee or tea / Pour coffee or Tea into a full glass of ice in long glass (For Ice Tea or Coffee).
- Place the sugar bowl / milk jug / sugar in the middle of guest table. (From the right side of the guest)
- Always serve hot coffee and tea with cookie.
- The cup handle must face towards to right hand side and tea spoon must place at right sides corner.
- Announce the item name when serving the guest. "Mr. Bond, this is your Cappuccino."
- Leave by saying "Please enjoy your coffee/ tea" and with a friendly smile.



The two most important aspects of wine are storing the wine and the serving temperature of the wine. Wine ware has created a 'Wine Storage Temperature Guide' to help you store your wine bottles safely and correctly. **This 'Perfect Drinking Temperature for Wine' guide will advise you on which temperature to serve your wine** (red/white/sparkling) for maximum enjoyment without compromising the flavour or aroma.

### Why is the serving temperature of wine important?

The serving temperature of a wine is often overlooked. However, the serving temperature is critical and crucial to unlocking the full flavour and aromas of a wine. It is important to remember that each wine has an ideal serving temperature, and one temperature is not suitable for all. Our guide shows the temperatures (°F and °C), which we feel are ideal for serving various wines.

**Wine ware tip:** As a general rule, **red wine should be uncorked for at least half an hour to an hour while white wine is best served cold.** This is only a rough guide that differs from one bottle to another. For instance, you can enjoy a dry red wine, slightly little chilled, whilst sweet white wine benefits from being served slightly warm.

## What temperature should I serve wine?

We have produced this table to help you know the **best temperature to serve your wine:**

Wine	Type	Temperature (°F)	Temperature (°C)
Vintage Port	Fortified Wine	66°F	19°C
Bordeaux, Shiraz	Red Wine	64°F	18°C
Red Burgundy, Cabernet	Red Wine	63°F	17°C
Rioja, Pinot Noir	Red Wine	61°F	16°C
Chianti, Zinfandel	Red Wine	59°F	15°C
Tawny/NV Port	Fortified Wine	57°F	14°C
Beaujolais, Rosé	White Wine / Rosé	54°F	12°C
Viognier, Sauternes	White Wine	52°F	11°C
Chardonnay	White Wine	48°F	9°C
Riesling	White Wine	47°F	8°C
Champagne, Sparkling Wine, Dessert Wine <i>*Tip - Champagne is best served and enjoyed chilled</i>	Sparkling Wine	45°F	7°C
Ice Wines	Dessert Wine	43°F	6°C
Asti Spumanti	Sparkling Wine	41°F	5°C

## What Is Wine Service?

Wine service is the ritual of serving a whole bottle of wine to a table of guests. If a guest orders a single glass of wine, the full steps of service are not required. Most wines available by the glass are kept behind the bar, and the bartender pours the single glass for the server to deliver. Proper wine service by the bottle is performed at the table by the server.

## How to Serve Wine

We've created a simple guide to help you with your wine service. Follow the 5 wine service steps below to serve your guests their favorite bottle.

### 1. Present the Wine List

Not every restaurant needs to serve dozens of wines or hire an **in-house sommelier** to be successful at selling wine. As long as you create a balanced wine list with a range of price points, you can make it work for you. For instance, if you own a casual eatery with a busy lunchtime crowd, a smaller wine list is appropriate. If you offer full dinner service, your guests may expect a more diverse wine list. Check out our **wine list guide** to learn more about creating the perfect list of wines.



When all guests are seated, follow these steps to present the wine list:

- **Hand each guest a wine list** - Present the wine list to each guest from their right side. Never place a wine list on the table. Instead, hand a list to each guest personally when they are comfortably seated.
- **Help guests with questions** - Be prepared to answer any questions related to food pairings, wine quality, and wine vintages.
- **Take the order** - After the table has chosen a wine, repeat the order back for confirmation.

- **Wines by the glass** - Orders for individual glasses of wine are sent to the bar. After the bartender pours the wine, deliver the single glass to the table along with any other beverages. Single glasses don't require the full wine service.
- **Wine bottles** - Depending on the method of wine storage your restaurant uses, a manager may need to unlock a wine cabinet to retrieve full bottles.

## 2. Prepare the Wine Glasses

After the table has ordered a wine bottle, you'll need to choose the right glassware. Wine glasses are designed to enhance the style of wine you're serving. To learn more about the different types of wine glasses available, check out our **wine glass buying guide**. Retrieve the glasses and prepare them for service while the guests look at their dinner menus.

- **Select the wine glassware** - Choose wine glasses that coordinate with the style of wine, whether it's red, white, or sparkling.
- **Inspect the glassware** - Make sure each wine glass is free of chips, stains, or blemishes.
- **Polish the glassware** - Always give the wine glasses a final polish with a clean cloth. Make sure not to leave any fingerprints on the bowl of the glass. Wearing gloves can help with this.
- **Place the glassware on a tray** - Once the glassware is clean and polished, handle it by the stem and place it on a tray.
- **Deliver the wine glasses** - Place a wine glass to the right of each guest, being careful to only touch the stem. The position of the wine glass should be identical for each guest. If a guest refuses the glass, discreetly take it away.

## 3. Wine Serving Temperature

Each style of wine should be served at the appropriate temperature. **Wine refrigerators** make it easy to control the temperature of your wines down to the degree. If you aren't using temperature control, you may need to make some adjustments to bring your wines down to the right serving temp after guests order

a bottle. You may also find that guests have their own preferences when it comes to wine temperature. Be prepared to make adjustments to your wine temps, but follow this general temperature guideline:

- **Red Wine Temperature** - Serve red wine just below room temperature at 62 to 68 degrees Fahrenheit. If your red wines are stored without temperature control, consider chilling them slightly before serving to bring the temp down a few degrees.
- **White Wine Temperature** - White wines and roses should be served chilled to between 50 and 60 degrees Fahrenheit.
- **Sparkling Wine Temperature** - Keep sparkling wine stored at 50 to 55 degrees Fahrenheit, but serve it chilled to 40 to 50 degrees Fahrenheit. If guests order a bottle of sparkling wine, chill it immediately to bring the temp down.

#### 4. Opening Wine Bottle

Opening a wine bottle at the table can be intimidating if you aren't familiar with using a wine key. All eyes are on you and if you struggle with the foil or the cork, it takes away from the guest experience. One of the best ways to improve your wine service is to make sure all servers can handle a wine key with confidence.

##### What Is a Wine Key?

A wine key is a **type of corkscrew** that is easy to use and fits in a server's apron pocket. Wine keys are also made with a built-in foil cutter. To use a wine key successfully, place the lever against the lip of the bottle to create leverage.





## How to Open a Wine Bottle

To open a wine bottle correctly, always handle the bottle in the air and never place it down on a table. Follow these steps to uncork a wine bottle with a wine key:

1. Before using the wine key, present the bottle to the guest who ordered the wine. Hold the bottle so the label is clearly visible and announce the vineyard, grape, location, and vintage. Once the guest has confirmed the bottle is correct, you can begin uncorking the wine.
2. Cut the foil around half an inch from the lip of the bottle using a foil cutter or the small knife in a waiter's style wine key. This ensures the wine doesn't touch the foil and can help prevent dripping.
3. Open the wine key so the corkscrew and lever are both pointed towards the cork.
4. Insert the corkscrew, or worm, into the center of the cork and twist.
5. Continue twisting the corkscrew down until the first notch on the lever meets the lip of the bottle.
6. With the lever pressed against the lip of the bottle, pull the corkscrew up. The leverage created will pull the cork about halfway out of the bottle.
7. Now the second notch on the lever will be in line with the lip of the bottle.
8. Using the leverage created by the second notch, pull the cork all the way out. If the notch is in place, the cork will pull easily away from the bottle.
9. Wipe off the top of the bottle and the cork. This helps remove cork debris and dust from storage.



10. Present the cork to the guest in case they want to confirm the branding on the cork matches the bottle.
11. Pour a small sample of the wine for the guest and wait for approval before you begin pouring for the table.

## 5. How to Pour Wine

When the wine bottle is open and the host has approved, it's time to start pouring for the table. Follow these steps to provide a seamless wine pour:

1. Before making the first pour, take note of how many guests will be drinking. An average 750 ml bottle of wine will provide approximately five pours. Adjust the pour amount based on the number of guests and never fill a glass more than halfway.
2. Wrap the bottle in a clean white napkin or use white waiter's gloves while handling the bottle. This helps with temperature control for chilled wines.
3. Traditionally, the oldest woman at the table is served first. The server continues around the table in a clockwise pattern until all women are served, then makes another lap to pour for the men. Today, some find this to be an outdated practice. A more contemporary alternative is to start pouring with the person to the left of the host, regardless of gender, and move clockwise. Either way, the guest who ordered the wine is always served last.
4. Always pour from the guest's right side. Finish each pour with a twisting motion and wipe the lip of the bottle to avoid dripping.
5. Place the bottle to the right of the host with the label facing outwards and ask permission to remove the cork from the table.



6. For chilled wines, ask the guests if they would like a bucket of ice for the table or if they prefer the bottle to be stored in a wine chiller.
7. Return to the table periodically to refill wine glasses. When the bottle is empty, ask the table if they would like to order another wine bottle.



## 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. To get the most out of your wine collection, browse through the links below to choose the ideal wine glass for your needs.

# Wine Glass Styles

Red Wine Glasses		White Wine Glasses	
Burgundy Pinot Noir Bordeaux Cabernet Sauvignon Standard Red		Sauvignon Blanc Montrachet Chardonnay Riesling Sweet	
Dessert Wine Glasses	Sparkling Wine Glasses	Rose Glasses	All-Purpose Glasses
Port Sherry	Vintage and Coupe Tulip Flute	Young Rose Mature Rose	With Stem Stemless



## Anatomy of a Wine Glass

A wine glass is composed of four parts - the base, the stem, the bowl, and the rim. The base is what gives the glass its stability. From there, the stem elongates the glass while giving the customer something to hold on to without raising the temperature of the wine within. It also prevents fingerprints from getting on the bowl of the glass.

The bowl sits atop the stem. The bowl is arguably the most important feature of the glass. It should be large enough to comfortably swirl the wine without spilling or splashing it, and it should be tapered to retain and concentrate the aroma of the wine. Full-bodied red wines need room to breathe and to release their aroma. Therefore, a larger bowl is needed when serving these wines. Conversely, white wines are typically served in smaller glasses, ones that are shaped like a "U" and narrower than a red wine glass. This gives the wine enough room for the aromas to be released but also helps in maintaining the cooler

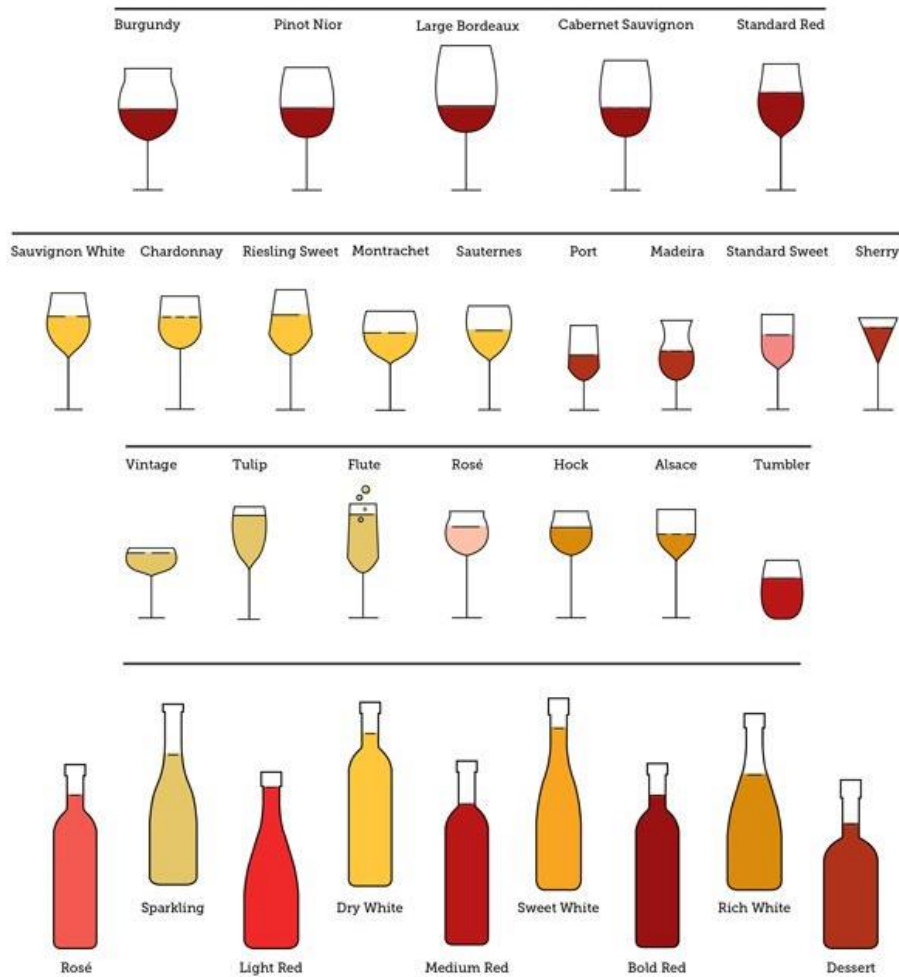
temperature of the white wines. Finally, flutes are often used to serve sparkling wines, as they help the bubbles last longer.

The uppermost part of the bowl is where the rim lies. A thinner rim is less distracting to drinkers as they sip their wine, and a smooth rim will not impede the wine as it flows from glass to mouth. Thicker, rounder rims are the sign of a cheaply made glass, and while the glasses serve their purpose, they may be more distracting to the drinker.

## Wine Glass Types Chart

Below is a chart showing you which type of wine glass to serve with various types of wine.

### TYPES OF WINE GLASSES



Prepared by Cheryl Y.



## What Is a Standard Pour of Wine?

There is no legal measure for a standard pour of wine. However, in the restaurant industry, it falls somewhere around the 5 oz. mark. This allows a **sommelier** or host to get about 5 glasses out of any 750 mL bottle of wine. Some restaurants will pour as much as 6 oz. and some may offer less, depending on the price of the wine. Some glasses have pour lines printed on them, for a precise pour every time.

For tastings, a standard pour falls around 2 oz., enough to properly smell and taste the wine without initiating a buzz too quickly. Similarly, dessert wines are usually served in 2 oz. pours since they are much sweeter and higher in alcohol than other types of wines.

The size of the glass also plays into how much wine is poured at a time. A smaller glass will make it seem like there's more wine, whereas a big balloon glass will make even a generous pour look light. Sparkling wine is often served in 5-6 oz. servings, like white or red wine, but it might look like a smaller pour because of the shape of the flute. It's important not to overfill a wine glass, as the extra space in the glass is there intentionally, to hold aromas.

Learn how to [open a bottle of wine](#) using the proper corkscrew for the job.

## Red Wine Glasses

Below are the typical characteristics of a red wine glass:

- Large glass with a full, round bowl and large opening
- Opening enables you to dip your nose inside to detect the aroma
- Full bowl provides air contact for the complex aromas and flavors
- Increases the oxidation rate, which smooth out the complex flavors





## Burgundy Wine Glass

- **Type of wine:** lighter, more delicate red wines, like Pinot Noir, Beaujolais, red Burgundy, and Dolcetto
- Large bowl (broader than Bordeaux glass) with narrower top directs wine to the tip of the tongue, allowing the drinker to detect flavor nuances
- Broad bowl allows aromas of delicate wines to accumulate
- Thin rim makes it easy to drink from



## Pinot Noir Glass

- **Type of wine:** Pinot Noir and other light red wines
- Similar to Burgundy glass; easily interchangeable
- Wide bowl that enables the wine to come into contact with plenty of air, improving flavor and aroma



## Bordeaux Glass

- **Type of wine:** full-bodied, heavier red wines with high tannins, like Bordeaux blends, Petite Sirah, Cabernet Sauvignon, Cabernet Franc, and Malbec
- Tallest red wine glass; has a broad bowl, but not as broad as other red wine glasses
- Height of the glass creates distance between wine and mouth, which enables ethanol to dissipate on the nose, allowing more oxygen to soften tannins (tannins contribute to wine's bitterness)
- Directs wine to the back of the mouth, minimizing bitterness and maximizing the flavor spectrum



## Cabernet Sauvignon Glass

- **Type of wine:** Cabernet Sauvignon and other bold wines
- Tall glass, though not as tall as a Bordeaux glass
- Broad bowl; some variations have a very narrow rim
- Enhances the smell of the wine. Broad bowl enables wine to breathe, and the aroma is subsequently accumulated by the narrow mouth



## Standard Red Wine Glasses

- **Type of wine:** medium- to full-bodied red wines with or without spicy components, like Zinfandel, Shiraz, Carignan, Merlot, Chianti, and Malbec
- Due to the small opening, flavors meet the tongue in a continuous flow as opposed to all at once, which softens the spiciness and rich flavors

## White Wine Glasses

Below are the typical characteristics of a white wine glass:

- Bowl is more u-shaped and upright than a red wine glass
- Slightly smaller bowl than red wine glass
- The shape enhances and preserves aromas while also maintaining the wine's cool temperature



## Sauvignon Blanc Glass

- **Type of wine:** Sauvignon Blanc and other light- to medium-bodied, fruity or floral wines, like white Bordeaux, Fume Blanc, Loire, Vinho Verde, Chenin Blanc, Muscadet, Muscat Blanc, and Pinot Grigio
- Tall glass with slender bowl, which captures the nuanced, delicate floral and fruit aromas and guides aroma straight to the nose
- Sides of the mouth detect acidity the most; this glass causes the tongue to form a U-

shape, directing the wine down the front towards the center of the palate, causing a smoother sip



## Montrachet Glass

- **Type of wine:** white wines with complex notes, such as Montrachet, White Burgundy, Corton-Charlemagne, Meursault
- Large bowl allows the heavy complexities to interact with sufficient air and open up
- Large opening enables drinker to smell complex aromas and enables wine to flow from edges of tongue and either side of the palate to taste sour and acidic flavor spectrum



## Chardonnay Wine Glass

- **Type of wine:** Chardonnay and other full-bodied wines, like Semillon and Viognier
- Larger opening guides wine to the tip and sides of tongue, enabling the palate to detect the sweetness of the wine
- It's a balancing act: bowl provides just enough aeration to concentrate the aroma while the larger opening balances out the sweetness and acidity on the palate





## Riesling Sweet and Standard Sweet Wine Glass

- **Type of wine:** Riesling sweet and other sweet varieties, such as Zinfandel, Sauvignon Blanc, and Gruner Veltliner
- Smaller overall, including a smaller rim, which guides wine towards the center and the back of the mouth to avoid overwhelm from the sweetness

## Dessert Wine Glasses

Below are typical characteristics of a dessert wine glass:

- Usually smaller due to the high alcohol content of dessert wines
- Dessert glasses usually also direct wine to the back to the tip and back of the mouth to allow for adequate sweetness detection



## Port Wine Glass

- **Type of wine:** Port or other dessert wines
- Narrow mouth reduces evaporation and concentrates the aromas
- Tall enough to allow sufficient swirling to release the aromas
- Designed to lead wine slowly down the center of mouth towards the back to enable just enough sweetness detection



## Sherry Wine Glass

- **Type of wine:** sherry, cordial, and other dessert wines
- Small size is ideal for dessert wines, which have a higher alcohol content
- Directs wine to the back of the mouth so the sweetness doesn't overwhelm

## Sparkling Wine and Champagne Glasses

Below are typical characteristics of sparkling wine glasses:

- Upright, narrow bowl to preserve carbonation and flavor



## Flute Wine Glass

- **Type of wine:** young sparkling wine or champagne, including Cava, Franciacorta, Prosecco, and Asti
- Short- to medium-length stem with long, narrow, upright bowl
- Bowl successfully retains the carbonation and captures the flavor
- Bead at the base prompts bubbles to gather and quickly rise





## Tulip Wine Glass

- **Type of wine:** young or mature champagne, such as Cava, Franciacorta, Prosecco, and Asti
- Slim base that slightly opens up to a wider bowl then narrows towards opening
- Bead at base makes bubbles rise, while the wideness allows room for flavor complexities to open up
- Narrower top prevents excess carbonation from escaping while directing aromas towards the tongue instead of up the nose



## Vintage and Coupe Glass

- **Type of wine:** sweet champagne, Cava, Franciacorta, or Prosecco; is also used to serve cocktails
- Stemmed glass with short, yet broad and shallow bowl
- Reminiscent of the speakeasy era; originally used during the roaring '20s to serve bubbly dessert champagne that was made with a heavy dosage of syrup
- Bowl enables wine to come in with plenty of air; less popular as a champagne or wine choice today because air exposure quickly dissipates bubbles and aromas
- Holds a small amount of liquid; ideal for themed events or cocktails

## 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.



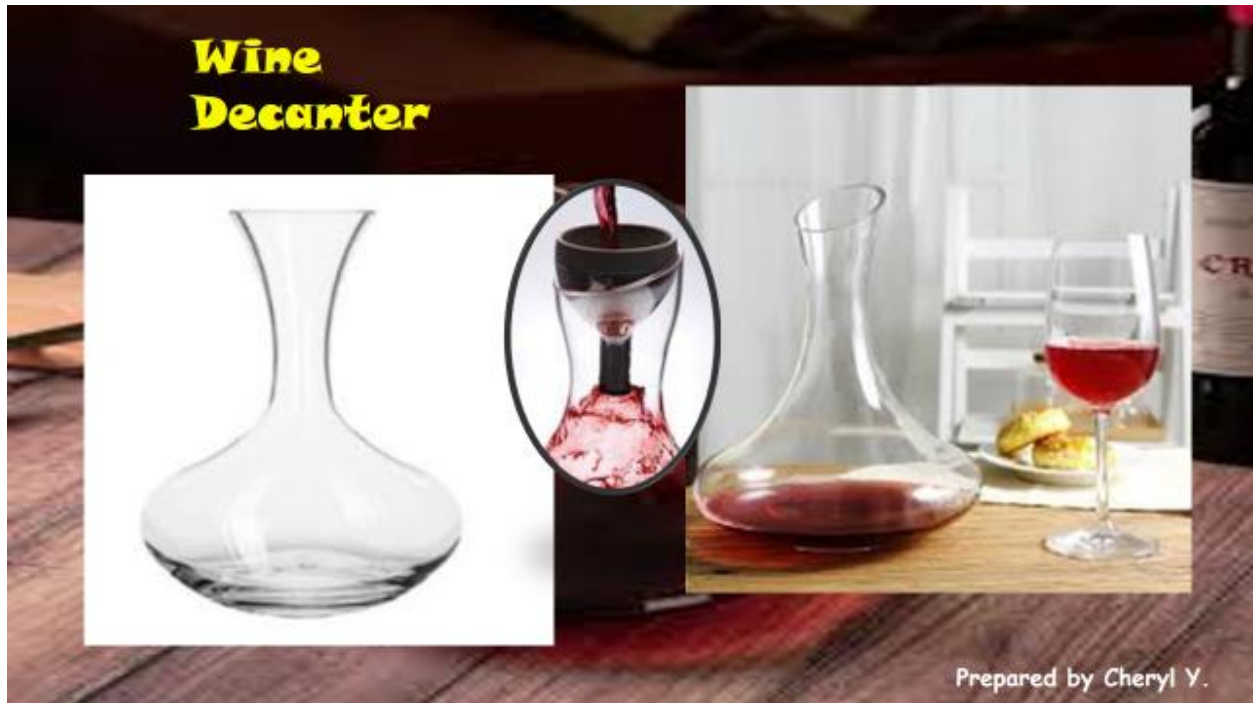
### With Stem

- Bowl shape is in between that of red and white wine glasses, making it acceptable for use with both types of wine



### Stemless

- Same shapes and styles of bowls as traditional stemmed wine glassware
- Wines may be warmed faster
- Boasts a contemporary appearance



Why use a **wine decanter**, and are there any benefits? Any wine, red or white and of any age, will generally be enhanced by exposure to air - usually, the more air a wine gets, the better. Pouring a wine directly from the bottle into the glass will aerate the wine to an extent, but *pouring wine into a decanter* will expose the entire bottle contents to the air, and the agitation caused by gently swirling helps even further. See for yourself and try one of the wine decanters.



## Beverage Service Standard



**Make sure the beverage are made as ordered:**

1. 1 or 2 minute after having punched your order in the POS terminal, or delivered the written Captain Order copies to the kitchen and cashier, go to the bar counter.
2. Mixing, pouring, garnishing and serving drinks the same way every time is the mark of a quality operation.
3. Give priority to ladies' orders.

### Place drinks on the beverage tray:

1. Carry the drinks to the table concerned (always with a tray)
2. Line the tray with the linen napkin to improve the look of the tray and to avoid spills and moisture.
3. Keep extra Napkins on the tray.
4. Pick up the beverage item(s) from the bar counter.
5. Before leaving the counter, double-check the items with the Captain Order (or the printed order).

### Carry the tray to the table:

1. Carry with the left hand horizontally under the tray center and if it is a large tray, use both hands.
2. Keep in mind the order in which you will serve the drinks so your tray will be balanced until the last drink is removed.
3. Balance the tray at shoulder level on your fingertips, not on your forearm. If the tray is carried on your forearm, there are chances that it may tip over.
4. Keep your back straight as you stand up.
5. If required steady the tray with your free hand.

### Serve Beverage to the guest:

1. Always Serve ladies first and host of the group last.
2. If the beverage napkins at your hotel are having a logo, then place the napkin in such a way that the logo faces the guest.
3. Avoid reaching across guests. Move around the table and serve every guest from his right side with your right hand when possible.
4. Handle stemmed glasses by the stem or base. Your hands will warm the drink if you touch the outside of the glass. Never put your fingers inside the glass.

5. Place the glass on the center of beverage napkin.
6. Follow the guest check or order pad to serve the correct drink to each guest. Do not ask who ordered which drink.
7. It is also a good practice to repeat the name of the drink and any special requests as you serve each drink to ensure that it is correct.
8. Be sure that all the beverage items for the table concerned have arrived.
9. Double - check all the drinks with the Captain Order (or the printed order) one by one.