firestone
restaurant and bar

WINE TRAINING GUIDE



WINE SERVICE TRAINING

The sale of wine at The Firestone Restaurant is an excellent source of revenue. The consumption of wine increases as more staff embrace wine as an important part of the dining experience.

The following guide is designed to stimulate your interest in wines and winemaking. After reading this guide you will have the basic knowledge to confidently serve your guests.

WHAT IS WINE?

Wine is created by converting sugar to ethanol and carbon dioxide affected by the anaerobic metabolism over years. That's some pretty fancy terminology to describe a natural process the world has relied upon since the beginning of civilization to produce bread, cheese and fermented beverages such as beer, wine and cider.

Wine has always been held in high regard!

We have selected wines that offer a good cross-section that can be offered to our guests at affordable prices. We offer 26 red wines, 13 white wines and 4 sparkling.

By industry standards, our wine servings are generous. We pour a five ounce glass and eight ounce big glass. These portions are 16% to 20% larger portions than many other restaurants for the same price. The mark-ups on our full bottles versus liquor store prices are also below what most restaurants charge. This is part of The Firestone Restaurant value philosophy.

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WINE AND RUM FLIGHTS

Wine flights, also referred to as tasting flights, are tastings of multiple wines, in order to get a better feel for the depth of the wines. Flights are intended for individuals who are new to the experience of tasting wine, or those who want to increase their understanding of a specific region, vintage, or varietal. In a restaurant a wine flight may be offered as a way for diners to sample an assortment of different wines. Wine flights usually provide smaller pours than normal, because of the amount of wine being offered. Generally a pour will be two ounces, to give more than a simple tasting, but less than a full glass.

We offer two different wine flights, a three glass selection of either red or white wine. We also offer Lethbridge's first Rum Flight. It consists of 3 separate unique rums made for sipping. These flights are designed to give our guest a chance to experience a range of different rum flavours.

SERVING FLIGHTS

WINES

The bartender will pour the wines for a three glass flight into the wine glasses and place in serving caddy. The server will present the flight to the guest(s) at the table. The guest will be presented with a Tasting Note Sheet which lists the types of wine and a quick description of each wine. Place the tasting sheet and the serving caddy with wine in front of the guest who ordered and confirm the Wine Flight choice.

RUMS

The bartender will pour the rums into three highball glasses and any requested side mixes into a carafe. The server will present the flight to the guest(s) at the table.

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THE PRINCIPLES OF TASTING WINE

There are five specific elements that we look for when we taste wine. With practice, we should be able to detect the existence (or lack thereof) of each of these elements in each wine that we taste.

1. **Dryness / Sweetness**
   - The degree of natural sugar contained in any given wine.
   - Wines vary in degrees of sweetness from "bone-dry" to "sweet".
2. **Acidity**
   - Acids taste "tart" (think lemonade) and refer more to the TASTE of the wine.

Foods to match with high acidic white wines:	Seafood Dishes Pastas with Cream Sauce
Foods to match with high acidic red wines:	Steak Pastas with Tomato Sauce

3. **Tannins**
   - Tannins refers to the coating, drying FEELING in the mouth.

Some adjectives to describe tannins:	Leathery, thick.
Food to match wines with high level tannins:	Cream sauces (Alfredo) Rich meats (Ribs, Pork Loin)

4. **Oak**
   - Many wines are aged in natural oak barrels. An aroma/taste of vanilla, nutmeg and/or cinnamon can be imparted because of the flavour of the oak.

Foods to match with oaked white wine:	Roast Chicken Crab Cakes
Foods to match with oaked red wine:	Steak Ribs

5. **Fruit**
   - The "fruitiness" of a particular wine refers to the characteristic of other fruit flavours present.

Food to match with white fruity wine:	Seafood Cheesecake
Food to match with red fruity wine:	Grilled Salmon Pasta Dishes

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WINE TASTING QUALITIES

Our guests are often looking for specific qualities in their wines, but are not certain of the wine that they would like to accompany their meal. Below are general descriptions of the qualities found in some of the most popular of the varietal wines that we have on our extensive list. Using these descriptions as a guideline, we should be able to offer a wine that will please our guests, and enhance their dining experience.

Chardonnay
Taste Notes: Pear, apple, butterscotch and vanilla

Chenin Blanc
Taste Notes: Crisp, semi-sweet, honey and apple

Muscato
Taste Notes: Pineapple, honey, sweet spirts, and tangy citrus

Pinot Gris (Pinot Grigio)
Taste Notes: Lush, with pear and honeysuckle

Riesling
Taste Notes: Mineral, lemon and lime

Sauvignon Blanc
Taste Notes: Grapefruit, gooseberry and grass

Trebbiano
Taste Notes: Lime and herbs

Torrentes
Taste Notes: Peach and flowers

Cabernet Sauvignon
Taste Notes: Blackcurrants and eucalyptus

Caremenere
Taste Notes: Fruity flavor with tobacco, smoke and earth

Chianti
Taste Notes: Violets with red berries and spice

Grenache
Taste Notes: Pepper and raspberry

Malbec
Taste Notes: Plums, red fruit, violets and earth

Merlot
Taste Notes: Plums, tomato and black cherry

Pinot Noir
Taste Notes: Cherry, raspberry and silky cranberry

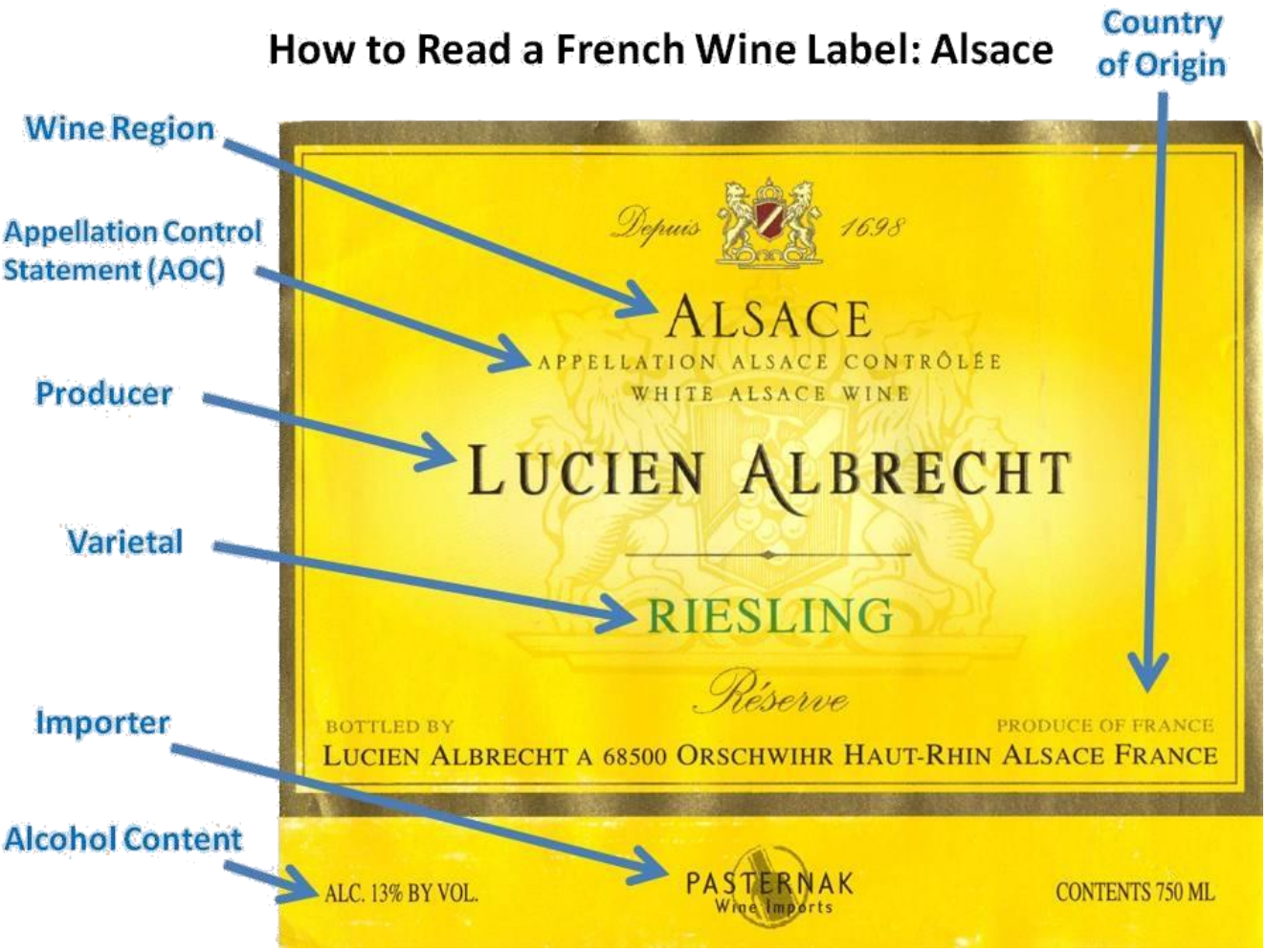
Shiraz (Syrah)
Taste Notes: Pepper, blackberry and spice

Valpolicella
Taste Notes: Leather and dark fruit

Zinfandel
Taste Notes: Black cherry and mixed spices.

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READING A WINE LABEL



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AERATING WINES

The process of aerating wine is commonly referred to as "letting it breathe." For many types of wine, aeration can improve the flavour and enhance the dining experience. However, not all wines need to breathe, and some explicitly should not. This guide will explain what and why we aerate.

We aerate all of our wines by the glass. Aerating certain wines to air for a period of time will "open them up," both mellowing and enhancing their flavours and aromas for your greater enjoyment. Exposing wine to the air can improve it in two ways:

1. To Soften tannins

- All wines contain some tannin, a chemical substance that makes wine astringent causes your mouth to pucker.
- As wines age, tannins soften and balance with other flavours and a stronger bouquet. In younger wines, particularly heavy reds, tannins can be harsh, overwhelming the complex flavours of a wine.
- Exposing wine to air breaks down tannins. While this step doesn't compare to the complexity that an older wine gains in the bottle, it does soften and smooth out the flavour.

2. Eliminating "bottle stink"

- Bottle stink is an unsavoury stale aroma present when wine is first uncorked.
- Transferring the wine to a different vessel and giving it contact with air eliminates this odour.

Not all wines need to breathe, and sometimes it will do more harm than good to the flavours. The young wines have the most to gain from aeration. Most red wines, particularly those high in tannin, like Cabernet Sauvignon, Zinfandel and Syrah, will gain some benefit from being allowed to breathe. Richer and more tannic white wines, including Chardonnay and Gewurztraminer, can also benefit from aeration.

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WINE SERVICE

In your wine training you will obtain information about wines on our list. Make notes so you can commit to memory, features that describe the wine. You will not become an expert but you may be able to answer questions from guests regarding a wine selection. Always ask guests how they are enjoying their wine to give you confidence to recommend that wine to other guests.

Selling wine to your guests offers many advantages to you. This extra service increases the check average which in turn usually means a higher tip.

It is important to read your tables. A single guest is unlikely to order a full bottle of wine but is a likely candidate for a glass. A couple out for a special occasion or business people may be candidates for a bottle.

SERVING WINE

BY THE GLASS

The bartender will pour the wine into a carafe. The server will take the carafe and the wine glass (check to ensure glass is spotless) to the table. If there is more than one carafe, remember which is which. Place the glass in front of the guest. Pour ½ of the wine into the glass. Place the carafe to one side within easy reach of the guest.

When you notice a guests' wine glass is getting low, offer to pour more wine into the glass. Pour the remainder of the wine into the glass.

When you notice that the guests' wine glass is down to the last two ounces it would be time to suggest another glass. Try to remember the name of the wine so that you can increase the likelihood of selling the wine. For example: "Can I get you another glass of Luigi Bosca?"

BY THE BOTTLE

After determining how many guests are having wine, promptly bring the appropriate number of glasses to the table (check to ensure the glasses are spotless) and place the glasses in front of each guest.

Bring the wine to the table with the label out. Present the bottle to the person who ordered the wine and by asking, "A bottle of Luigi Bosca?"

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OPENING WINE

There are many kinds of corkscrews, but the best is a Waiter's Knife. Follow these instructions in smooth, slow motions and soon you'll be opening wine like a pro.

1. Using the blade on the corkscrew, cut the foil or capsule at the lower lip of the bottleneck rim and remove the top section, allowing the remainder of the capsule to stay on the bottleneck.
2. Insert the tip (industry term: 'worm') into the center of the cork and twist in a clockwise motion until only one spiral of the screw is still showing.
3. Tilt the corkscrew back and place the lever on the top lip of the bottle.
4. Brace the corkscrew with your hand and, using the lever, pull the cork slowly out of the bottle.
5. Once the cork is almost entirely removed, grab the cork at the end nearest the bottle and wiggle it gently out of the neck until it comes out. You do not want it to "pop".
6. Remove the cork from the corkscrew.
7. Place the cork within easy reach of the person who ordered the wine.

Remember: When a guest orders a bottle of white wine, the Server must bring a chilled wine decanter to the table for placing the bottle in to keep the wine cool. Ensure the decanter is placed in a safe spot on the table.

Remember: Timing, practice and knowledge increase your confidence with wine. This in turn will increase your wine sales… and your tips. Wine is fun so be enthusiastic!

POURING THE WINE FROM THE BOTTLE

The person ordering the wine gets the first taste. Pour approximately one ounce of wine into the guests glass. Place the cork near the taster. Allow the guest to taste and give approval of the wine, then pour the table. Pour clockwise ladies first followed by the men ending with the guest who ordered the wine. Pour approximately 3 oz. into each glass. Place the wine bottle in close proximity to the person who ordered and remove the cork. Periodically refill the glasses remembering to evenly share the wine between guests.

At the end of the bottle always ask the person who ordered if they would like another bottle. Remember that a party of four will only get one glass each out of a bottle so two bottles over Dinner isn't a lot. Remove empty bottles.

The Firestone Restaurant, as a responsible restaurant operator, cares about the well being of our guests and other members of our community.

We therefore want our guests to drink alcohol beverages responsibly. Servers should never serve alcohol beverages to someone they consider to be inebriated.

If you have any questions or concerns over serving alcohol beverages to any guest, consult your manager.

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THE BASIC OF WINE TASTING – A FIVE STEP PROCESS?

1. **Sight**

   Pick up the wine glass by the stem and look at it. Tilt the glass so you can see it from several angles. A white tablecloth makes a good, neutral background over which to examine a wine's clarity and color.

   Clarity: Most wines should be brilliant and clear as opposed to cloudy or hazy. The exceptions may be wines the winemaker purposely left unfiltered and unrefined to create flavor or stylistic differences.

   Color: Color intensity generally signifies good quality. Browning indicates the wine is oxidized or over the hill.

2. **Smell**

   Swirl the wine in the glass and bring it to your nose. Take a good long sniff. Identify the components in the aroma and bouquet of the wine. Smelling wine is an exercise in recalling aromas that you have experienced before. Some wines smell like apples even though there are no apples in the wine.

   Aroma: Smells that originate from the grape itself, especially when young.

   Bouquet: Smells created by the winemaking decisions that occur after primary fermentation (barrel-aging, for example or bottle age).

3. **Taste**

   Take a sip of wine, draw air in over your palate and swallow, noting the effect of the wine in all areas of your mouth. Note the intensity of the beginning, middle and ending flavours.

   Flavour: Flavour incorporates sensory impressions picked up in "aroma" as your palate is connected to your nasal passage. Therefore, sensory impressions on the palate are very much a product of what one smells.

   Palate: The sensory impressions that are measurable on the palate include acid, alcohol, sweetness, bitterness and astringency.

4. **Touch**

   Beside the flavor impressions, how does the wine feel on the palate?

   Body: The mouth feel of a wine. Body can be light (or trim), medium or full

   Finish: The aftertaste of a wine. Common descriptions include long, short, clean, tart, tannic and many more.

5. **Overall**

   The overall impression of a wine is the combination of all of the above elements. Many tasters refer to the final impression as whether or not the wine is "balanced" overall. Wine is the natural compliment to food, and the two have been presented together at the world's table for thousands of years. While there are many books written on the subject of pairing wine and food, our goal here is to offer guidelines, not rules.

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CHAMPAGNE

Great care must be taken when handling and opening champagne, as the contents are under a great deal of pressure. For this reason, the bottle should be opened with the top facing away from any guests. If you anticipate any problems with this procedure, ask a manager for assistance.

1. Present the champagne to the guest who ordered it, to verify that the correct bottle has been brought to the table.

2. Cradle the bottle in your hand, with the label facing the guest.

3. Remove the foil, just below the cage (the wire harness that covers the cork), and place the foil in your pocket.

4. Remove the cage by keeping your thumb over the cork and untwisting the cage. Pocket the cage.

5. While holding the bottle at a 45 degree angle (away from the guests), hold the cork with your hot cloth in your left hand and twist the **bottle**. Allow the internal pressure to force the cork out of the bottle.

6. Pour the bubbles into the glasses at no more than ½ full. Place the bottle in the ice bucket. Ensure the bucket is placed at a safe spot on the table.

Remember, timing, practice, and knowledge will really help increase your confidence with wine and champagne. This in turn will increase your wine sales, and your tips. Wine is fun, so be **ENTHUSIASTIC!!

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RED WINES – CABERNET SAUVIGNON & CABERNET BLENDS

Yellow Label, Australia

- Rich varietal flavours of plum, blackcurrant and a touch of mint.

Firestone, Australia

- Dark cherries, blackcurrants, vanilla and minty dark chocolate

Coonawarra, Australia

- Flavours of blackcurrant, cassis, cedar, spice and cigar box characters

Heitz Cellars, California

- Flavours of dark cherry with notes of spicy plum

Black Magic, Australia

- Soft char and lifted oak spice, interplayed with hints of anise, menthol and darkest blackberry fruit

RED WINES – MERLOT

Rawson's Retreat, Australia

- Berry fruit characteristics with floral notes all supported by subtle oak

Santa Rita Reserva, Chile

- Rip black fruits and sweet plums enhanced by vanilla and spice notes

Ross Estate, Australia

- Rich mulberry, dark cherries, olives and toasted spices

RED WINES – PINOT NOIR

Pelee Island, Canada

- Aromas of cherry fruit and vanilla. Flavours of cherry fruit, mushroom and herb

Pencarrow, New Zealand

- Dark cherry, anise, dark plum and spice

Delinea, Oregon

- Aromas of raspberry, cranberry and sweet cherry

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RED WINES – SHIRAZ & SHIRAZ BLENDS

FuZion, Argentina
- Cherry and plum aromas combine with other red fruit and spices

Firestone, Australia
- Displaying dark raspberry and plum with black pepper and spice

Stolen Block, Australia
- Juicy dark fruits with a hint of vanilla finished with minty dark chocolate

Braydun Hill, Australia
- Boysenberry and plum, toasty oak with nutmeg, lifted spearmint and liquorice with black pepper

Chris Ringland, Australia
- Smoke, incense, Asian spices and blueberry

Integrity 08, Australia
- Asian spices, incense, bacon, lavender, blackberry and blueberry

RED WINES – MALBEC & MALBEC BLENDS

Lo Tengo, Argentina
- Aromas of fresh fruit, cinnamon and cherry

Luigi Basca Reserva, Argentina
- Aromas of ripe red fruit, spices and black pepper

Zemlia Himno, Argentina
- Cherries, caramel, floral notes, vanilla and berries

Norton Privada, Malbec Blend, Argentina
- Very bold licorice, fruitcake and spice aromas

MORE RED WINES

I Bastoni, Chianti, Italy
- Notes of dark cherry jam, small red fruits and spices

Zenato, Valpolicella, Italy
- Aromas of dark autumnal berries with some vanilla/cedar notes from the oak

Three Valleys, Zinfandel, California
- Fresh berry fruit and barrel spice

William Cole, Caremenere, Chile
- Pepper hints, tobacco, cacao powder, vanilla and truffle

Domaine Grand Nicolet, Cotes du Rhone, France
- Sweet strawberry and black cherry fruit intermixed with hints of licorice and lavender

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WHITE WINES – CHARDONNAY

Marquis Phillips, Australia
- Grapefruit, butter, citrus and peach

Mer Soleil, California
- Bright minerality and fresh-cut hay, followed by zesty citrus and stone-fruit notes

WHITE WINES – SAUVIGNON BLANC

Pencarrow, New Zealand
- Gooseberry, passion fruit, spice, mineral and citrus

St. Clair Pioneer Block, New Zealand
- Flavours of passion fruit and blackcurrant with a salty minerality

Kim Crawford, New Zealand
- Passion fruit, citrus and ripe stonefruit flavours

MORE WHITE WINES

Firestone, Riesling, Australia
- Floral aromas with a hint of lime and orange. Flavours of citrus and lime.

Kung Fu Girl, Riesling, Washington
- Flavours of apricot, kumquat, nectarine and lime leaves

Barking, Moscato, Australia
- Juicy pineapple and tangy citrus with a refreshingly light spritz finish

Casasole Orvieto, Trebbiano, Italy
- Aromas of pineapple, green apples and bananas

Barefoot, Pinot Grigio, California
- Flavours of citrus and peach

Palliser Estate, Pinot Gris, New Zealand
- Spices, quince, lemons and lychees

Quail's Gate, Chenin Blanc, Canada
- Zesty lemon and lime with notes of melon and passion fruit

Lo Tengo, Torrontes, Argentina
- Flavours of white peach and tangerine that transition into lemon/lime

BUBBLES

Banrock Station, Chardonnay, Australia
- Fresh and vibrant fruit flavours are well complemented with a soft creamy texture

Mumm's Cuvee, Chardonnay, California
- A blend of pinot noir, chardonnay and pinot meunier grapes. Flavours of apple, spicy, cinnamon, sweet

Martini Asti Spumante, Italy
- Fruity taste exhaling delicate notes of pear, green apple and peach

Yellow Label, Chardonnay, France
- Subtle toast and mineral notes underscore flavours of gala apple, kumquat, ground ginger and white pepper

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RED WINE PRONUNCIATION

- Merlot — Mer-low
- Pinot Noir — Pee-noe Nwahr
- Cabernet Sauvignon — Cab-er-nay Saw-vee-nyawn
- Zinfandel — Zin-fan-dell
- Shiraz — Shee-rahz
- Malbec — Mahl-bek
- Beaujolais — Boe-zho-lay
- Syrah — See-rah
- Grenache — Gray-NAHSH
- Sangiovese — Sahn-joe-VAY-zeh
- Mourvedre — Moor-VED'rr
- Valpolicella — Vahl-poe-lee-chell-ah

WHITE WINE PRONUNCIATION

- Pinot Gris — Pea-no-gree
- Pinot Grigio — Pea-noe Gree-Joe
- Chardonnay — Shar –don-ay
- Sauvignon Blanc — Saw-vee-nyawn Blawnc
- Zinfandel — Zin-fan-dell
- Torrontes — Tohr-ROHN-tayss
- Riesling — REESE-ling
- Gewurztraminer — Geh-VERTZ-trah-mee-nur
- Chenin Blanc — Shay-naN-BlaN
- Carmenere — Car-men-YAIHR
- Rheinhessen — Rahyn-hes-uhn

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