

**THE E&J GALLO® WINERY**  
**BRING IT**

**GETTING THE WINE TO THE TABLE  
AND INTO THE GLASSES**



# Bring It



- 1 Hold the bottle with two hands.
- 2 Present it to the host, label-forward, neck tilted back.
- 3 The bottom of the bottle should rest in the palm of one hand, and the neck rests against the palm of your other hand. (It's like you, in a lounge chair, on a tropical beach. *Aaaaah.*)
- 4 Say the name and vintage.
- 5 Host should show some sign of approval.\*

*\*What will this approval look like? A nod, a smile, a grunt (lovely), maybe a "great" or "okay."  
If the host does nothing, keep moving along.*

# Open It

- 1 Keep the bottle off the table.
- 2 Using a foil knife, make a slit in the foil on the neck of the bottle, then Remove the foil and stow it in your apron or pocket.
- 3 Put the corkscrew into the cork's center and twist it in until just one loop shows.
- 4 Put the lever on the lip of the bottle, lift until cork is mostly out.
- 5 Pull and remove cork with your thumb and forefinger.
- 6 Remove the cork from the corkscrew, put it in front of the host\*
- 7 Present it to the host.\*



\*Don't wait for a response. There used to be this big ritual where the host sniffed the cork, but the cork's aroma isn't actually indicative of whether a wine is bad, so avoid the awkward "what do I do now?" moment altogether

Another tip: Put the cork next to the host, then you know who the host is (and who you should ask for the next order).

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# Your First Challenge: If the Cork Breaks

- 1 If the cork breaks off in the neck of the bottle, **DO NOT PANIC**. Then move to #2.
- 2 Go for a second attempt: Put the corkscrew into middle of the remaining section.
- 3 If you can remove it cleanly, do it.
- 4 If you can't get it out, or if it falls into the bottle of wine, exclaim, "Bollocks!" and get a new bottle.\*

\*Except don't actually say that. "Oops" is probably more appropriate. And, "I'll be right back with a new bottle," even better



# Host It\*



- 1 After you get the cork out, wipe the lip of the bottle with a clean cloth (*Not* a dirty dish towel...).
  - 2 Hold the bottle about 2 inches above the host's glass.
    - *Don't touch the glass, or you get instant demotion to amateur status.*
  - 3 Pour about a 1-2 oz sample for the host to taste.
  - 4 Now wait for the host to approve the wine.
    - Normally they say it's fine and you can *move on to pouring*
    - If the host *doesn't approve* the wine, ask her if she'd like another bottle of the same wine or if she'd like to try something else.
- Bring the host a new wine glass (it's good etiquette, plus it puts the **rejection** experience behind you both)
  - **The customer is always right** (we know what you're thinking, but save that for after your shift when you're counting TIP\$)

\*Do this each time you bring a bottle to the table, even if it's a new bottle of the same wine they're already enjoying.

Also, New bottle = New glass

# Pour It



- 1 Serve everyone else before the host.
- 2 Start with a lady, if there is one (because chivalry is not dead...).
- 3 Serve from the right side, don't lift the glasses  
(Notice a trend? *No touching*).
- 4 Fill the glasses up about 5 ounces (or whatever your restaurant tells you to do).
- 5 If you fill the glasses too much (this depends on the glassware: 1/3 up is usually about right), there won't be room for the swirling, which the guests need to sniff the aromas of the wine.
  - You can't taste without smell, so **swirling** is kind of **important**
  - In the world of pouring, **less is more** (even if they don't swirl, no one wants their honker hitting the wine when they sip)
- 6 Remember to return to the table on a regular basis to check glass levels and refill as necessary.

Expert Tip: To avoid drips and spare the tablecloth: Finish each pour with a slight twist of the bottle or a quick wipe with a clean cloth.

# Bring It Again:

The Screw Cap... Can't Screw It Up

## HOW TO OPEN (WITH STYLE):



1

Sidework:

- Bring a cloth napkin or bar towel to the table and drape it over your forearm (you'll need it in step 3).

2

Bring it:

- Just like a cork-finish, hold the bottle with two hands and present it to the host, label-forward, neck tilted back (remember, like you, on the beach?).
- Tell him/her the name and vintage of the wine.

3

Open it.

- After the host shows approval, screw the top off, clockwise. Break the seal and keep spinning until it's off. Done.
- Put the cap down on the table (in front of the host) and (if you want) clean off the lip of the bottle to add a little glitz to your presentation.

4

Serve it.

- Same as a cork finish so we're not going to bore you with it.

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# A Word on Screw Cap...

We love Screw Cap. But some consumers are screw cap non-believers..  
How can you *twist* the situation in your favor?

## 3 WAYS:

- It's fresh...
  - Screw cap creates a seal with the bottle, which keeps wine fresh and bacteria out.
  - Corks come from tree bark (yes...it does) and can get infested with bacteria and ruin the stuff in the bottle.
- It's the Plasma TV of wine...
  - Wines that have a screw cap don't benefit from the air that cork lets in -- these wines aren't made to age for 50 years.
  - Too much air makes the wine flavorless and stale, not fresh and zippy.
    - Think of it like regular TV vs. Plasma...an old TV looks grainy and blurry, especially next to a Plasma, which is crystal clear and *fabulous*.
- New Zealand is hip...
  - Winegrowers in New Zealand and parts of Australia have banded together to switch most wines to screw cap.
  - If the customer orders a wine from Down Under, expect to see screw cap...and they wouldn't want to miss out on yummy wines, would they?





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# Bring It One More Time...

## Sparkling: The Final Frontier

WHAT TO DO	WHAT NOT TO DO
Remove the foil from the top of the bottle and put it in your pocket.	Rip the foil off with your teeth and throw it in the bread basket.
Put a napkin and your thumb on top of the cork. With one hand, grip the neck of the bottle.	Shake it up, baby! Aim for the vase near the entrance – Good times!
With the other hand, unfasten the wire cage and twist it counterclockwise. There are 6 turns exactly (we're nerds: we counted) <i>*all this is to ensure the cork doesn't pop under pressure and head to the International Space Station</i>	Rip the cage off, shake up the bottle, watch the cork fly and the contents of the bottle spray all over the customer. Why not? <ol style="list-style-type: none"><li>1. You gotta clean that up</li><li>2. It's gonna <i>kill</i> your tip</li></ol>
Hold the bottle at a 45° angle (cork pointed away from people and breakables), rotate <b>the bottle</b> , not the cork.	Try to be a Medieval knight and open the bottle with a sword/knife /anything resembling these. Why not? We'll let <i>you</i> figure it out.
After a few turns the cork will come out with a soft hiss. (Pop=less sparkle=very disappointing)	Walk away exhausted without pouring...bad form altogether.

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# The Top 5 Ways to Kill Your Wine-Related Tip\*

\*From actual, in-restaurant sightings

DO NOT

BECAUSE

INSTEAD

1

Open the bottle between your legs.

You're not a cowboy.

Open it off the table, by supporting it with one hand.

2

Grab the glasses by the insides of the bowls with your fingers.

The guest didn't order Fingerprint Cabernet.

Hold wine glasses by the stems.

3

Serve smudged glasses.

The guest doesn't want to make out with someone else's lipstick.

Check glasses before you serve them, and send smudged ones back to the dishwasher. In a pinch, wipe the stains off yourself with a clean cloth (not that we have to remind you).



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# The Top 5 Ways to Kill Your Wine-Related Tip\*

\*From actual, in-restaurant sightings

DO NOT

BECAUSE

INSTEAD

**4** Cough or hack into your hankie just before uncorking. It's just . . . so wrong.

Escape before you cough on the guests.

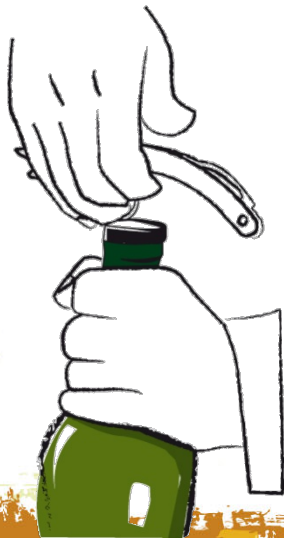
*Note:* Face-scratching is also a tip-killer.



**5** Open the bottle on the table.

The guest can hear the sound of the cork squeaking—and you know how that upsets her. Also: Your elbows in her face = potential disaster.

Open it off the table, by supporting it with one hand. It's a little dance that you and the wine are doing together.



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# The Top 5 Wine Service Mishaps (and How to Deal)\*

OOPS

NOW

1

The customer mispronounces the wine. (Examples: pea-not nor and shirah).

Smile and take the order.



2

The customer's mispronunciation is so bad that you can't understand the order.



Peanut  
nure?

"It's really loud in here. Would you mind pointing to the menu?" or "I'm sorry, can you point?"

3

The customer lifts her glass for a refill instead of leaving it on the table.

Pour. If it's really awkward, politely take the glass and replace it on the table. ("I'll just set this down to make sure I don't spill.")



# The Top 5 Wine Service Mishaps (and How to Deal)\*

## OOPS

**4** The cork breaks, and you watch helplessly as big bits of it fall into the bottle.

"Oops! Sorry about that. Let me get you another bottle."



**5** Customer sends the wine back.

"No problem. Would you like another bottle of this, or would you like to try something different?"



\*Basic Rule: Take the blame, graciously. Your pride may get trashed, but you'll walk away with tips.

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# THANK YOU!!



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