



Bar Service Handbook

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Introduction

This hand book will assist you in the understanding of how to set the bar up and how to focus on bartending skills. The majority of your training will be through actual shift work and time on the bar and the drink bible. Your shift work will give you a real sense of bar work and the other training material will give you a grounding of knowledge, of which you can use to be succesful during your time at *o'reilly's*.

Aims and Objectives

The aim of this book is to highlight the basic bar setup and for you to gain some insight to the skills required to becoming an *Waxy's* bartender. The objective is to have you as a trained bartender within a 10-shift training cycle. This should give you enough time to gain sufficient work experience (in all areas of the bar, including cocktails). The standards for all the drinks are available in the drinks compendium and you should use this to understand all the drink specifications.

OPERATIONS

Opening of Bar & Setup

- ❖ Make sure the bar is clean and there are adequate amounts of ashtrays (if required) and beer mats placed out on the tables. Check to make sure you have enough straws and matches available. Extra amounts of these are available from the service station. Also check to make sure that the stools are properly placed at the bar and are in a good state of repair.
- ❖ The glass washer should be put together, making sure to check the levels of detergent and rinse aid. The ice scoops, tongs and pint spoons should be put through on the first cycle to make sure they are clean for the start of the shift. Put the ice well together making sure to check that the parts are properly clean and free of residue. Fill up with enough ice to last a entire shift. Check the ice machine to make sure that it is making sufficient quantities of ice and is in proper working order. Note: This is especially true for weekends.
- ❖ Lemons and limes from the previous night should be available in the fridges at the end of the bar. Always use these first and check to see the levels available for the rest of the day and, if possible, cut enough for the duration of the shift (both day and night).
- ❖ Any glasses from staff drinks used the previous night should be washed and put away before the bar opens. This also prevents the build up of flies. All of the fly traps should be taken of the taps and sinks, emptied and filled if necessary and placed below the bar out of line of sight. Have a look at the fridges to see if anything has run out or needs restocked. On Sunday mornings check the excess silver fridge (on the bar) to use any excess stock left from the weekend. Check of the keg room and the soft drink canisters to see if there is adequate amount left, if not, replace. For the soft drink canisters always use the canisters that are off the bars not in use when changing a canister.
- ❖ The spirits are normally restocked by the morning supervisor, but it is worth condensing the bottles so that we can fill to a higher level. Also check the glass levels on the bar. These should normally be restocked as part of the Sunday tasks. It is generally Hefe glasses that run low and this is especially true, from Friday to Sunday mornings, especially if we have stag parties in.
- ❖ There will be a full bar opening training session given to you by your trainer

Changeover & Closing Duties

There are various duties that are performed both at the day / night changeover, as well as at the end of the shift. All these duties are in the relevant checklists which are kept in the bar folder. These should always be checked and signed off at the end of every shift.

Day shift

- All tabs should be cleared or agreed to be transferred with any information; starters mains etc. passed on to the relevant person.
- Restock. All bars should be restocked to the correct levels with excess brought up for busier periods – for example; weekends and Champions League football.
- Bottle Bins. All bottle bins have to be emptied and the bin rinsed out. All bottles have to be placed in the correct crates of bins.
- All glasses should be cleared with all glass racks correctly placed away.
- Lemons and limes should be cut, if needed.

Night Shift

In addition to the day shift duties, the following must also be completed:

- ❖ All excess crates and boxes taken downstairs.
- ❖ All glasses collected from the tables and put through the glass washer.
- ❖ All drip trays and glass drainage boards taken up and put through the glass washer, and placed back.
- ❖ All glasses from bar tops removed and bar tops cleaned down and glasses replaced.
- ❖ All fridge doors cleaned with glass cleaner and dried off with white roll.
- ❖ All keg rooms restocked to the correct levels and the empty kegs placed back in the appropriate area.
- ❖ Candles extinguished and replaced, if needed.
- ❖ All trays washed and stacked to dry.
- ❖ Glass washer taken apart and cleaned, with parts left in sink to soak.
- ❖ Broken glass bin taken down and emptied.
- ❖ Floors brushed and mopped with no visible puddles left. And mop bucket emptied.

Once all the checklists have been completed you should check with your supervisor to see if there are any additional duties left for you to do before finishing. The bar should be left in a way that a quick start-up is possible in the morning, if required.

Reference Books

The main source of information is in the bar folder - here you will find the following:

- ❖ A copy of the roster.
- ❖ Contact details for suppliers and other staff.
- ❖ Application forms.
- ❖ Delivery dockets and orders.
- ❖ Holiday and time off request forms.
- ❖ And any other relevant information.

There is also Dineplan on the laptop. Reservations will be taken by the managers for parties of 8 or more. Please consult your supervisor during training for complete instructions on this policy. Always be courteous and diplomatic when receiving calls for reservations; especially

when we are unable to accommodate them at their specific time. Offer another available time slot, or encourage them to come in and we will get them a table as soon as possible.

Product Presentation

We follow a presentation standard in relation to all our drinks. The product range guide has guidelines for serving our various drinks. But please bear in mind the following.

- ❖ All drinks must be placed on a beer mat.
- ❖ Check all glasses for chips and cracks as well as marks that would be noticed by the customer.
- ❖ Guinness, Magners and Hefe glasses for the appropriate product.
- ❖ Avoid overspill on all drinks especially Guinness.
- ❖ Try and serve all Binding, Hefe, and Kristal with a noticeable frothy heads.

A copy of the product knowledge guide is in the bar folder, for you to look at anytime.

Always try to stay on top of the bar in relation to empty glasses, cleaning ashtrays and keeping it clean and dry. For drinks receipts always try and do them in a logical order, as in pour the Guinness or Hefe first so you can do other items on the receipt while these drinks are settling. If it is busy with customers at the bar and customer orders from the floor try and split the duties so one of you (if two on the bar) deals with the bar customers and one can concentrate on the floor orders.

The floor staff should inform you of any variations in the drink (using the Await instructions option on the till / handheld). Try and keep a balance between giving out drinks and clearing glasses. There should always be space for both. On busy nights and weekends even with all the bars open it can get a bit hectic. Try and stay on top of things and don't hesitate to ask for help.

Till Procedure

Each bar has at least one till available to it. During day shifts you will normally have full use of the till yourself. During busy nights you will more than likely share with another person. Change is available from the supervisor, but additional change is kept by the till on Friday and Saturday nights as well as at other busy periods. Always keep your till neat and tidy as this helps you keep track of the money going out and in and reduces the chance of you giving out the wrong note. All large denominational notes as well as credit card receipts should be kept under the till coin tray.

Your tips should be kept to a separate glass at the side of the till. If you are sharing a till make sure you know and agree what tabs you have or if you want to open them. It is advised that you don't open tabs for people who are not eating at the bar or you are unsure of.

At the end of your shift all the notes in your till should be facing the same way and be as flat as possible. If you have a void tab this should be pointed out to the supervisor. The '1001' staff drink table will be cleared by the supervisor. You should try your best to put the items taken by staff on this to increase stock accuracy. Always be aware of any wastage especially from overspill from the taps. Two or three pints per bar per night add up over the year.

Bartending Skills

An old saying from professional bartenders is that “Knowledge is Power “. Although you will be armed with the basic knowledge, I recommend that you also find out by reading good books that will increase your knowledge. Experience also plays a major part in developing yourself as a professional bartender, as the more exposure you get working on a bar the more knowledge you will attain. You’re holding in your hands a working handbook to accompany the training sessions which will lead to your Bartender’s Certificate. Within this document you will find the basic steps, techniques, and knowledge for you to be able to work in bars, restaurants and hotels where ever you choose to be. The following pages will guide you through the basic knowledge needed for a Bartender with useful tips and recipes to add that little bit of artistry, for your guests to enjoy.

Responsible Service

Bartenders and food servers are in the best position to make the decision whether or not to serve a guest another drink. Failure to exercise sound judgment can have severe consequences for all concerned. The reason for alcohol awareness training is to provide you with a sound, factual basis to make the correct service related decisions. However, this information is not enough when it comes to refusing a guest another drink. It is critical to become comfortable exercising your right and obligation to refuse further service to anyone visibly intoxicated and to have the skills to confidently handle this type of situation when it occurs.

The primary rule in any commercial beverage operation (*Waxy’s*) regarding the sale of alcohol should always be “When in doubt, don’t serve “. This is the best guideline available. It is important to forego the sale of alcohol if in any doubt. No one can ask more of their employees than to exercise their best judgment in such a situation. There is just too much at stake to base a decision on anything less.

So what to do:

- ❖ Keep a mental count of the amount of drinks someone has consumed. This information will support your decision when refusing an alcoholic drink.
- ❖ Never serve an alcoholic drink to someone not yet present. If two guests sit down at the bar and order three drinks, one of which is for a third person out parking the car or in the restroom. Here serve only the two drinks and wait for the third person to arrive (preparing their drink). The third person could be a minor (under 16 in Germany) or someone who is intoxicated.

Management will support your decision, as it will make it easier to exercise good judgment. In nearly every instance the server is in a better position than the manager on duty to assess a guest’s situation.

What makes refusing alcohol to a guest complicated and often intimidating is that alcohol has a destabilizing effect on a drinker's emotional state. It is difficult to anticipate whether a guest will acknowledge the refusal calmly or in an agitated manner. Tact and diplomacy are the two best options when dealing with the customer(s) in question. So remember:

- ❖ When refusing further service it is important not to use insulting language.
- ❖ Do not be judgmental or disapproving.
- ❖ Make an effort to avoid embarrassing the guest. (Keep your voice quiet and remain sensitive to the guest's feelings).
- ❖ Be firm about refusing the guest. Keep your tone authoritative without being overbearing or condescending.
- ❖ The simpler the approach the easier it will be to intervene in the future.

An important part of intervention training is to be familiar with the approaches that work best and how to accomplish the task in the fewest words.

There are two moments when you can tell a guest that they are being refused another drink.

1. Before they become intoxicated
2. After they become intoxicated.

This approach will depend on the guest's state. Informing a guest that they are being refused another drink is much simpler before they become intoxicated. The most advisable tactic to use is to serve the person, what will be his last drink and inform them of the fact. The person is only being denied further alcoholic service and is not deprived the opportunity to finish what will be their last drink of the evening. This approach will cause little embarrassment for the guest and will usually not cause a negative response. (Perhaps as important it may not put your tip in jeopardy).

Telling somebody who is already intoxicated that they will not be served is a straightforward proposition. In the fewest words possible inform the person that in your best judgment that that person has had enough to drink and that they will not be served anymore alcohol. There is no need to add any more information to this. It is to the point.

After you have informed the guest that they have been "Cut Off". Notify your work colleagues. In this case miscommunication can be as damaging as non-action. This procedure ends when the on duty manager (Supervisor) is informed of the situation. It is then up to management to see that the situation is handled correctly, allowing you to get back to your duties.

Further more.

- ❖ A strong drink is not necessarily a good drink. It makes the guest more intoxicated with fewer drinks.
- ❖ Not all drinks are created equally. A drink served straight up is more potent than if it were served on the rocks. Alcohol is soluble in water and makes the ice melt quicker. As a result the water from the ice dilutes the drink consumed.
- ❖ Shooters are drunk in one go so increasing the rate the body absorbs the alcohol into the bloodstream.
- ❖ Doubles are more potent.

Signs to look out for:

	SIGNS FOR DRUNKENNESS		ACTION POINTS TO REMOVE PERSON FROM PREMISES
	<ul style="list-style-type: none"> ❖ Loss of train of thought. ❖ Slurring words. ❖ Rambling or unintelligible conversation. ❖ Incoherent or muddled speech. ❖ Not understanding normal conversation. ❖ Difficulty in paying attention. ❖ Unsteady on feet. ❖ Swaying uncontrollably. ❖ Staggering. ❖ Difficulty walking straight. ❖ Stumbling. ❖ Lack of co-ordination. ❖ Spilling drinks. ❖ Fumbling change. ❖ Difficulty counting money or paying. ❖ Difficulty opening doors. ❖ Loud or boisterous. ❖ Confused. ❖ Exuberance. ❖ Overly friendly. ❖ Loss of inhibition. ❖ Drinking rapidly. 	<ul style="list-style-type: none"> ❖ Cannot stand or falling down. ❖ Bumping into people or knocking over furniture in the process. ❖ Dropping drinks. ❖ Inability to find one's mouth with a glass. ❖ Rudeness. ❖ Aggression. ❖ Belligerent. ❖ Argumentative. ❖ Offensive. ❖ Bad tempered. ❖ Physically violent. ❖ Disorderly. ❖ Using offensive language. ❖ Annoying or pestering others. ❖ Inappropriate sexual advances. ❖ Drowsiness or sleeping at a bar or table. ❖ Vomiting. 	

Units of Alcohol you consume.

This table shows how you can be aware of the amount of alcohol in units a person consumes. A person should be below **7 units per week**, in order to not be damaging to one's health.

<u>Spirit</u>	<u>% ABV</u>	<u>Amount Served</u> <u>Measure</u>	<u>Units</u>
Whiskey	40%	4 cl (40 ML)	1.6 units
Wine	12%	20 cl (200 ML)	2.4 Units
Rum	68.5%	4 cl (40 ML)	2.74 Units
Beer	4.8 %	33cl bottle.	1.584 Units
Beer	5.0%	Pint	2.84 Units

General Drink Knowledge:

Spirits and Liqueurs

Spirits are drinks which have been produced by concentrating the alcohol present in a fermented liquid by distillation. They are normally sold at between 37%-43% alcohol (by volume), compared to around 12% for most table wines. A liqueur is a spirit which has been both sweetened and flavoured. Originally used as medicines, most liqueurs are now used in cocktails.

Any sugar-based liquid can be fermented, so the base for spirits can be fruit, grain or vegetable. With grain spirits, the initial fermentation may only take place after the starch that is naturally present is converted into sugar. Some spirits can only be made from one particular material; brandy, for example, can only be made from grapes. Others, such as vodka, can be made from a range of raw materials: grain in Western Europe, sugar-cane in the West Indies and potatoes in Eastern Europe.

Most people use the term Cordial and liqueur interchangeably. Though both describe liquors made by combining or redistilling spirits with one or more aromatic flavourings, and are usually highly sweetened - there are subtle differences between these.

Liqueurs are flavoured with flowers, herbs, seeds, roots, plants and barks, while cordials are generally prepared with fruit pulp or juice.

Regardless of what you call them, liqueurs date back centuries and were originally formulated as medical elixirs to "cure" a variety of ills.

Main Categories

Cognac

The Cognac region lies just north of Bordeaux and is the third largest vineyard area in France. The vines are cultivated by a number of small growers who sell their produce to the distilling firms. The ideal wine for distillation should be high in acidity, so the dominant grapes grown in the area tend to produce wines that, by themselves, would not be agreeable to drink. There are eight varieties permitted, but the three most important are Ugni Blanc, which is considered the most suitable and known locally as Saint Emilion, Folle Blanche and Colombard.

The Cognac region is divided into six districts: Grande Champagne, Petite Champagne, Borderies, Fins Bois, Bons Bois and Bois Ordinaires (sometimes called Bois Communs). Chalky soils are particularly important, the chalkier the soil the more suitable the wine for brandy production. After distillation, the spirit is aged for a minimum of two years, usually much longer in oak casks. During ageing, the individual Cognacs are regularly blended so as to achieve the continuity required for the major brands. The colour may also be adjusted by adding a small amount of caramel.

Armagnac

The second grape spirit of France is Armagnac and is produced to the south-east of Bordeaux. Armagnac claims to be older than Cognac; first having been produced by the Moors in the 12th Century. The Armagnac vineyards are split into three areas. The finest is the Bas Armagnac where wines are low in alcohol and high in acidity, give the best spirit and are often bottled and sold under single domain names with a vintage. The area of Tenareze has a more chalky soil, which turns wines into full-flavoured brandies. Finally there is the Haut-Armagnac with its chalky soil which produces poorer quality wines for distillation.

The grape varieties used are Ugni Blanc, Picpoule (Folle Blanche), Colombard, Blanquette and Baco Blanc 22A (known locally as Piquepouls de Pays). The latter is the only hybrid vine permitted in the AC structure of France. Armagnac has been described as a more "rustic" spirit than Cognac. Because of the nature of its distillation and the casks in which it is aged, it tends to be much softer and rounder, particularly with age, and has a fuller flavour.

Other Grape Spirits

There are a number of other grape spirits produced:

- ❖ French Grape Brandy is produced in a number of small, government-controlled distilleries. The grapes do not always come from France and although labelled in the same way as Cognac or Armagnac, have little resemblance to either.
- ❖ Spain has two regions with controlled brandy production: Jerez and Penedes.
- ❖ Italy produces a great deal of brandy, often from the Trebbiano (Ugni Blanc) grape. It is generally lighter in style than Cognac and Armagnac.
- ❖ More famous is Grappa, the local Italian spirit made from Marc.
- ❖ In South America, Piscos is widely produced. Made from the Quebranta grape, Peru is reputed to make the best.
- ❖ The world's biggest selling brandy brand, Presidente, is produced in Mexico.

Calvados

Calvados is the best known of the apple spirits (generically described as applejack in North America). It comes from Normandy and Brittany and, in total, there are 11 different regional Calvados appellations. The best comes from the Vallee d'Auge, just east of Caen, where it is distilled twice in copper stills and aged for at least two years.

Fruit Eau-de-Vie

Fruit Eau-de-Vie are the result of distilling fermented fruit, which is then aged - generally in glass. The spirits have generally no colour and are usually served very cold to accentuate the fruit flavour. Such spirits are made widely in Europe, the finest of which are considered to come from Alsace in France and the Black Forest in Germany. Examples of the most popular are: Slivovitz (from Bosnia), Poire William (from pears) and Zwetschgen (from blue plums).

Scotch whisky

By far the most important grain spirit is whisky (also spelt whiskey) which was probably first distilled by Irish monks in the 15th Century? The main difference between Scotch and other whiskies is that whilst the majority of whiskies are the product of a single distillery, Scotch whisky has generally been the result of blending together the product from a number of distilleries. There are two types of whiskies used in the blend: malt whiskies and grain whiskies.

Single malt scotch whisky is the original scotch whisky, produced from barley and distilled in a pot still. There are four types, depending on the location of the distillery:

- ❖ Highland - this accounts for the majority of distilleries. Producing the most delicately flavoured malts, the finest area is Speyside, with some of the best distilleries adding Glenlivet to their name. More individual malt whiskies come from the islands, particularly Orkney.
- ❖ Islay - the distilleries on this island off the west coast produce the most fully flavoured and peaty malts, often with hints of iodine and tar.
- ❖ Campbeltown - traditionally smoky in style, there are few distilleries left here now.
- ❖ Lowlands - south of the Greenock/Dundee line, are the lightest of all malts and largely used in blends.

Grain whisky is made in a patent rather than pot still. The raw material used is mainly maize, which is ground to form a flour and then cooked under steam pressure to release the starch. Grain whisky is distilled to a higher degree of purity than malt whisky and the resultant spirit is generally less-flavoured and matures more rapidly.

As well as Scotland, other countries also produce whisky including: Irish Whiskey, with the majority of production taking place in County Cork; Bourbon Whiskey from the US (originally from Bourdon County, Kentucky, although they may be produced anywhere in the US now); and Rye Whiskeys from the US (although they may also be made in Canada).

Vodka (Little Water)

Vodka is a neutral spirit that originates from the Baltic countries. It can be distilled from a variety of raw materials and is mainly consumed as an alcoholic vehicle for whatever it is mixed with. In Russia and Poland, however, vodkas flavoured with herbs and spices are popular.

In most countries Vodka must be colourless, tasteless and odourless. It is commonly believed that Vodka originates from Poland or Russia sometime in the fourteenth Century. They were first made from potato whereas today's versions are made from grain.

Rum

Rum is one of the most widely distilled spirits in the world, for it is produced wherever sugar cane is grown. It can be made either from the fermented juice of the sugar-cane or from fermented molasses. Both pot and patent stills are used; as a result, a wide variety of flavours are available, ranging from the neutral white rums of Puerto Rico and Cuba, to the full-bodied Wedderburn rums of Jamaica.

Tequila

Tequila is distilled from the sap of the agave, a cactus which grows in Mexico.

Gin

Gin differs from the spirits mentioned above as it is compounded rather than distilled. This means that a base neutral spirit is taken and then redistilled, with a number of flavouring agents (known as botanicals) added. The most important of these is Juniper. However, coriander, angelica, orange and lemon peel are also common.

Schnapps

Derived from the German word meaning gulp or mouthful took America by storm in the 1930's and was then produced in all kinds of flavours to launch the generic popularity we see today.

Schnapps is the national drink of many North-European countries. It can be distilled from grain or potatoes and is then flavoured with caraway or aniseed. *Akvavit* is the Scandinavian form of the drink.

Liqueurs

- **A liqueur** is a spirit that has been both sweetened and flavoured and falls into four categories:
- **Fruit liqueurs:** Blackcurrant (Creme de Cassis), Sloe (Sloe Gin), Apricot (Apricot Brandy); Orange (Curacao, Cointreau, Grand Marnier), Peach (Southern Comfort)
- **Herb liqueurs:** Multi-herb (Galliano, Benedictine, Chartreuse, Drambuie), Mint (Creme de Menthe), Seed (Kümmel)
- **Bean or kernel liqueurs:** Coffee (Tia Maria, Kahlua), Chocolate (Creme de Cacao), Nuts (Amaretto, Malibu)
- **Dairy liqueurs:** Egg (Advocate), Cream (Bailey's Irish Cream).

Wine Knowledge

The History of Wine

Wine is one of the oldest known Beverages. It's a natural product made entirely from grapes.

It's probable Mediterranean origins predates written history - where the earliest known documents indicate that wine has been made since 4000 B.C.

Wine-making and the cultivation of wine spread throughout the western world via tradesmen, religious sects, war and conquering armies. Today almost every continent can enjoy wine from its own recourses.

Why is wine such a fascinating subject?

- Wine is first and foremost, a pleasant drink
- Wine is used in religious ceremonies
- Wine is an integral part of European culture
- Wine is an investment
- Wine is used in cooking
- Wine is part of human history.

Nature ensures that every wine has its own personality and no wine is the same even if it comes from the same vineyard. Soil conditions, different climate in different years change the character of a wine.

How to make Wine...

Grapes are picked when ripe, usually from September-to-October in the Northern Hemisphere and put into a crusher (stemmer which removes the stems and produces **grape must**). This **must** is then pumped through a press to separate the juice from the skins. The juice is then pumped into a settling tank, then into a fermentation vat, where the natural wine yeasts are augmented.

After Fermentation is completed the wine is drawn off and placed in wooden casks (mainly oak) for ageing if desired. After ageing wine is filtered and bottled.

The juice of virtually all wine grape varieties is white. Red wine gets its colour from leaving the juice in contact with the dark skin during fermentation.

Appreciation of Wine

There are only two things you need in order to become a smart wine buyer and connoisseur

1. Experience 2. A Good memory

The more wines you experience the more you will be able to discriminate between what you like and what you don't. Preferences in wine are subjective and everyone's taste is different. So it is your own personal experience and interest that makes you appreciate wine.

Wine tasting

There are three criteria for judging wine:

1. Colour
2. Aroma
3. Taste

The deeper the colour the fuller the flavour; the wine should be clear and appealing. Murky or cloudy wine suggests something has happened to change the taste and quality of wine.

If you find something really wrong with a wine then there probably is a problem with...

Storing Wines

Wine should be stored in a...

1. Dry cool place.
2. Away from heat.
4. Away from rooms that have variations in temperature
3. And cork bottles should be laid down to keep cork moist.

Wine should be used within a few day's otherwise it will start to absorb oxygen and turn into vinegar. Red wines that are lying for a few years can develop sediment at the side of the bottle. This is a natural effect of ageing. The wine should then be decanted into a glass decanter leaving the sediment in the original bottle.

Wine Service:

1. White before red.
2. Light wines before heavy wines

3. Dry before sweet.
4. Serve red wines at room temperature (65°)
5. Serve white wines, rose and light reds (Beaujolais) with a slight chill.
6. Champagne and sparkling wines are best served very cold (45°). But not below or the delicate favours are lost.

Glasses:

For each wine type there is an appropriate glass.
But, in practice, only two styles are necessary.

- ❖ For both red and white wines an 8-10 oz clear glass that has a large bowl and is slightly tapered inwards towards the top is used.
- ❖ For Champagne a tall flute glass ensures a steady stream of bubbles so that the wine does not go flat.

Basic Wine Terminology

Enology	The study of winemaking
Acidity	A term used to indicate pleasant tartness or sharpness to the taste due to the presence of fruit acids.
Aroma	The portion of the wine's odour derived from the grape variety and fermentation.
Balance	A term denoting complete harmony among the main wine components.
Body	The weight or fullness of the wine on the palate.
Bouquet	That portion of the wines odour that develops after it is bottled.
Dry	A tasting term to denote the absence of sweetness in wine.
Fermentation	The process of converting the natural grape sugar into alcohol and carbon dioxide by the addition of yeast.
Generic Wines	Wine blended with several grape varieties in which there is no dominant variety. These are general term wines such as Burgundy, Rhine, and Chablis
Nose	The total odour of wine composed of Aroma, Bouquet and other factors.
Tannin	The components of a wine that have an astringent, puckery and sometimes bitter quality and a mouth-drying aftertaste.

Residual Sugar	The natural grape sugar left in wine which determines its sweetness.
Vintage wines	Wine made from grapes that are harvested in one given year. The wine must be 95% from the grapes and year stated. The other 5 % will be blended from other wines to create a unique taste profile from a particular winery.

Food and Wine

Too much has been said about wine and food. This wine to that food or this to the other; again it is a matter of your own appreciation and taste. Above all, serve a wine you like and remember the occasion; dinner party, a picnic etc. What type of food? Example: Italian wine goes very well with Italian food.

Here is a guideline to help you explore when eating.

Consider these examples -----

Fish:

Normally crisp whites are best because their high acidity accents fish flavours.

Try a Chardonnay or white Burgundy.

Shellfish with a sharp Muscadet

Rich Fish like Salmon will pair nicely with a light red or Rose'.

Chicken, Veil or Pork and Mild Cheeses:

Try a lighter red such as a Beaujolais, Chianti, Pinot Noir, and Riesling.

Lamb, Game and Strong Cheeses:

Try a Bordeaux, Cabernet Sauvignon, Rojas and Rhone wines. These rich red flavour snaturally compliment red meat and whose astringent tannins (found in grape skins and seeds) balance the fattiness of meats and cheeses.

Beef and Steak:

Excellent with Pinot Noirs, Cabernet Sauvignon, Merlots, Zinfandels and here are examples of two wine grape varieties and how to describe them.

Merlot

The Merlot grape is a close cousin to Cabernet Sauvignon in many respects. It is lower in tannins and makes wines that mature faster and are softer in texture. Merlot is often blended with Cabernet Sauvignon in order to soften the blend. At its best, Merlot makes a wine that is dry, rich in flavour and smooth as it

finishes in your throat. At its worst, Merlot makes wine that is dry but thin in taste and texture, not very pleasant to consume. Most of what you will come across are likely to be of pretty good quality.

Merlot Grape Cluster

Merlot is able to mature in regions that are cooler than those required for Cabernet Sauvignon. Merlot is more susceptible to fungus and mold diseases and therefore a bit harder to grow. Merlot varies widely in quality around the world depending on location and producer. This variety was first known for its success in the Saint Emilion and Pomerol areas of Bordeaux where Petrus is the stellar example of fine Merlot.

Merlot usually has ripe berry components in the bouquet. Its wines tend to be soft, fruity and smooth in texture. Select Merlots can have long aging potential but most are ready to consume in 4-to-8 years. Merlot is usually bottled in a Bordeaux (high shouldered) bottle.

Merlot is... enjoying a surge in popularity and additional acreage is being planted in many major producing regions.

Merlot should be served slightly below room temperature. When alcohol reaches 74 degrees Fahrenheit, it is likely to cause an unpleasant sharpness in the taste. Cooling the bottle for 15 or 20 minutes (but no longer) in a refrigerator can be a good way to reach the desired serving temperature.

Pinot Grigio

Type of Wine: Light bodied white with high acidity and low tannins.

Origin: Pinot Grigio is the Italian white wine most widely recognized by consumers. It is grown most prominently in the Friuli and to a lesser extent the Alto-Adige and Veneto regions of Northern Italy. Pinot Grigio is also grown widely in Europe under the following names: Pinot Gris Germany (Ruländer), Alsace, France (Tokay d'Alsace) and Eastern Europe (Tokaji). The wine is almost universally sold as a straight varietals, though, Viognier is being increasingly added to boost aromas and fragrance sensations. Recent DNA testing has shown that Pinot Grigio is a distant relative to Pinot Noir.

Colour: Pinot Grigio wines are either a pale straw yellow or a very light copper. The colour difference depends on the amount of time the skin is in contact with the juice once the grapes have been pressed. In both cases, an occasional pinkish tinge around the edges will be apparent when the wine is very young.

Description: These thin-skinned grapes produce wines that are marked by their dryness, crispness and acidity. This combination gives the grape tremendous mouth-watering appeal. On the nose the sensations are of flowers and the palate is honey, pear and lemon.

Aging: This is a wine that, unlike Chardonnay, does not benefit from aging in oak barrels. Instead, fermentation typically occurs in steel vats so that the delicate fruit complexity of the wine is not lost. Pinot Grigio should be consumed young in its life, usually within a year or two of the vintage.

Best Location: As with most varietals, warm days followed by cool nights build acidity and round fruit flavors.

Planting: The grapes were planted with a northern exposure. This aspect provides the benefit of a cool-down period from the intense summer heat. These cooler temperatures allow for the 'grapes to rest' and not deplete the vines of their acids and flavour compounds - through avoiding over-respiration.

Food Pairings: A perfect aperitivo, Pinot Grigio's crispness primes the palate for food. It pairs well with all seafood, whether raw, lightly sautéed, grilled or lightly sauced with cream or butter. It is best to avoid the acid clashes of citrus fruit and tomatoes.

Making the drink

The art of making a drink is best explained and demonstrated through one-to-one training. The following methods are covered:

Cocktails Method

- ❖ Muddle
 - In the instruction DVD muddling is covered by demonstrating how to make a Mojito. If the correct procedure is not followed when making this and other muddled drinks the taste will be destroyed. When muddling you must get all the ingredients to be released into the drink so take your time and never rush this procedure.
- ❖ Shake and Strain
 - This method is used in the majority of cocktails. It is best to organise yourself so you always have a clean Boston shaker at hand. Work tidy and you will be making drinks a great deal quicker. Ensure the ice is fresh and you put enough ice in the mixer to chill the drink. Shake the drink from 5 to 8 seconds. Do not over fill the shaker; this will water down the drink.
- ❖ Build
 - This method is used for a lot of the layered drinks you must take your time during this procedure.