

Restaurant Server Training Checklist

| | | | |
|------------------|--|--------------|--|
| Employee: | | Date: | |
|------------------|--|--------------|--|

| <i>Activity</i> | <i>Trainer Initials</i> | <i>Employee Initials</i> | <i>Date Completed</i> |
|---|-------------------------|--------------------------|-----------------------|
| Menu abbreviations test passed | | | |
| Menu description test passed | | | |
| Alcoholic beverage passed | | | |
| Table numbers test passed | | | |
| Uniform/Preparedness | | | |
| Opening/ Closing Duties | | | |
| Location of items in building/Stocking. | | | |
| Wine Presentation | | | |
| Taking orders | | | |
| Ring up order/ Operating POS | | | |
| Bussing/ Pre-bussing & Setting Tables | | | |
| Food running/delivery | | | |
| Glassware/ Silverware | | | |
| Taking reservations | | | |
| Drink delivery | | | |
| Guest check backs (Quality check.) | | | |
| Assembling an order (Dine in & To Go) | | | |
| Waitr Orders | | | |
| Initial guest greeting | | | |

| | | | |
|--------------------------------------|--|--|--|
| Suggestive selling/ Recommendations. | | | |
| Service during meal | | | |
| Beverage refills/ 2nd orders | | | |
| Recommending and serving desserts | | | |
| Delivery of check | | | |
| Timely closing of check | | | |
| Knowledge of sidework & execution | | | |
| Successful solo -- Slow Shift | | | |
| Successful solo -- Busy Shift | | | |
| Telephone procedures | | | |
| Teamwork | | | |

Managers Signature

Date

Trainers Signature

Trainees Signature

ROMA MENU TEST STUDY GUIDE 2021

Salad Proteins:

Chicken | 6

Shrimp | 7

Salmon | 12

Salads & Dressings:

Arugula & fennel: Herb infused oil & red wine vinegar

- Arugula, orange Supremes, shaved parmesan
- Topped w/ toasted almonds

Caprese: Balsamic glaze & lime oil

- Sliced tomatoes, mozzarella, basil

Capuliato: Sun dried tomato Italian vinaigrette

- Romaine, feta, sundried tomatoes, cucumber, olive tapenade
- Topped w/ fried capers

Port Messina: Port wine vinaigrette

- Spinach & arugula blend, sweet drop peppers, sliced apples, pancetta & gorgonzola

Caesar: Caesar dressing

- Romaine, shaved parmesan, house made croutons

APPETIZERS:

Hurricane wings: 5 wings // hurricane sauce (jerk/Jamaican sauce)

- Topped with cucumbers
- Served with Calabrian ranch

Meatball Polpetto: 4 meatballs

- Marinara rustica, alfredo & garlic infused oil
- SERVED ON A SQUARE PLATE WITH A BEV NAP

Buratta: topped with herb infused oil, chiffonade basil & smoked paprika

- SERVED WITH PITA
- SERVED ON A SQUARE PLATE WITH A BEV NAP

Mediterranean Hummus: Cucumber, olive tapenade, sun dried tomatoes, roasted garlic, & feta

- SERVED WITH PITA
- SERVED ON SQUARE PLATE WITH BEV NAP & SPOON
- Add cucumber slices = \$2 upcharge (SERVED ON RECTANGULAR PLATE W/ TWO BEV NAPS- HUMMUS AND CUCUMBERS ON SAME PLATE)

Classic Hummus: Only Olives & Oil on top

- SERVED ON SQUARE PLATE WITH BEV NAP & SPOON

Spinach & Artichoke dip: has tasso (not vegetarian)

- SERVED WITH PITA
- Topped w/ shaved parmesan & smoked paprika
- SERVED ON SQUARE PLATE WITH BEV NAP & SPOON

Meranda Mista: marinated olive medley topped with lemon oil, zahtar, & smoked almonds

- SERVED ON SMALL SQUARE PLATE WITH BEV NAP & SPOON

Goat Cheese Spread: goat cheese, cream cheese, olive tapenade & honey

- SERVED WITH PITA
- SERVED ON A SQUARE PLATE WITH A BEV NAP

CAULIFLOWER PITA= \$7.00 – THEY GET THE ENTIRE CRUST

ENTREES:

Filet: 6 oz

- ASK FOR TEMPERATURE (Rare, Medium Rare, Medium, Medium well, & Well done)
- Served over a sundried tomato, spinach, feta & potato hash
- Topped w/ arugula pesto & FETA

Atlantic Salmon:

- ASK FOR TEMPERATURE (chef recommends medium)
- Served over sauteed peas, leeks & mushrooms
- Topped w/ lemon dill aioli

Pork Osso Bucco:

- ALLOW 20 MINUTES FOR PREP
- Served w/ a cabernet demi glace
- Over Calabrian polenta cakes

Veal Piccata:

- Lightly breaded veal
- Served w/ angel hair pasta tossed in a lemon, white wine & caper sauce w/ fresh tomatoes

PASTAS:

Spicy Alfredo: Fettucine Pasta

- Can choose chicken or shrimp
- Sundried tomatoes, jalapenos, Calabrian chilis
- Spicy garlic alfredo

Salsiccia al Marsala: Gemelli Pasta

- Blackened Italian sausage, arugula & mushrooms
- Marsala cream reduction
- Topped w/ smoked jalapeno lemon oil

Pasta & Meatballs: Angel Hair

- 4 meatballs
- Marinara rustica

Pesto Pasta : Gemelli Pasta

- Can choose chicken or shrimp
- Arugula pesto & sundried tomatoes
- Topped with parmesan

SANDWICHES:

All sandwiches are served on ciabatta

Sausage & Peppers:

- Thinly sliced Italian sausage, fontina, grilled pepper medley, caramelized onions
- Roasted garlic aioli

The Big Easy: our take on a traditional muffuletta

- Sliced prosciutto, genoa salami, mortadella & provolone cheese
- House made olive salad

Meatball Sandwich:

- 4 meatballs, fresh mozzarella, & basil
- marinara

Pesto Pollo:

- Grilled marinated chicken, crispy prosciutto, provolone cheese & sliced tomatoes
- Arugula pesto

PIZZAS: Substitute Cauliflower Crust for \$7

Sweet Caroline:

- House made red sauce base
- Pulled pork, caramelized onions, grilled pineapple, sweet jalapenos, fontina
- Balsamic glaze

Cajun Spice

- House made red sauce base
- Cajun seasoned shrimp, Italian sausage, jalapenos, pickled red onions, fire roasted green bell peppers & mozzarella

The Alfie

- Alfredo base
- Grilled chicken, green bell peppers, sundried tomatoes, crispy pancetta & mozzarella
- Lemon oil

Shrimpin Aint Easy

- Alfredo Base
- Shrimp, sliced tomatoes, spinach, mozzarella, & feta

Herbivore

- Garlic infused oil base
- Olive tapenade, truffle salt, tomato, roasted garlic, ricotta cheese, basil, marinated artichoke hearts & mushrooms

Classic Margherita

- House made red sauce
- Fresh basil & fresh mozzarella
- Garlic oil

Parma Parma Chameleon

- House made red sauce
- Chicken, mozzarella, basil & bread crumbs
- Topped w/ parmesan

Create Your Own Pizza

- Add up to 6 toppings

DESSERTS:

Tiramisu

- Coffee dipped ladyfingers
- Espresso mascarpone mousse
- Served with drizzled chocolate sauce on square plate

Red Velvet Cake

- 4 layers
- Cream cheese frosting
- FROM GAMBINO'S

Petite Fours

- White almond or chocolate (check server cooler sometimes we have both)
- One order is 4 petit fours on square plate
- FROM GAMBINO'S

Gelato

- One scoop in square bowl w/ garnish; served on square plate w/ bev nap
- Made in house (flavors always changing, check specials board for what we have currently)

KIDS MENU:

Butter Noodles | 7

- Choice of Butter, Alfredo, or Marinara
- Add Chicken | 4
- Add Meatballs | 4
- Add Shrimp | 5

Small Cheese Pizza | 7

Small Pepperoni Pizza | 8

Celiacs Disease/ Gluten Sensitivity:

- Sometimes called celiac sprue or gluten-sensitive enteropathy. People with celiac disease have an immune reaction that is triggered by eating gluten. They develop inflammation and damage in their intestinal tracts and other parts of the body when they eat foods containing gluten.
- **If your table tells you they have ANY food allergy, tell the kitchen immediately and then a manager before ringing in. We must all be aware so that no accidents happen.**

Gluten:

- Gluten is a general name for the proteins found in wheat (wheatberries, durum, emmer, semolina, spelt, farina, farro, graham, KAMUT® Khorasan wheat and einkorn), rye, barley and triticale – a cross between wheat and rye. Gluten helps foods maintain their shape, acting as a glue that holds food together. It's common in foods such as bread, pasta, pizza and cereal. Gluten provides no essential nutrients.

GLUTEN FREE MENU ITEMS: (anything fried is NOT gluten free, same fryer used for gluten items)

- Hummus w/ cucumbers no pita
- Meranda Mista
- Burrata w/ no pita
- Goat cheese spread w/ no pita
- Spinach & Artichoke dip w/ no pita
- **All salads w/ no croutons**
- Filet Mignon w/ no potatoes
- Atlantic Salmon
- **All pizzas on Cauliflower crust EXCEPT Parma Chameleon (bread crumbs)**

Nut Allergies:

- Nut allergies are when your body's immune system overreacts to the proteins found in nuts. Your body treats them as a potential threat and tries to fight them off. This response is an allergic reaction.
- **If your table tells you they have ANY food allergy, tell the kitchen immediately and then a manager before ringing in. We must all be aware so that no accidents happen.**

ITEMS WITH NUTS ON MENU:

- Meranda Mista (smoked almonds)
- Arugula & Fennel Salad (toasted almonds)
- Pesto Pollo (nuts in pesto)
- Filet Mignon (nuts in pesto)
- Pesto Pasta (nuts in pesto)

- Hurricane Wings (toasted almonds)

PEPPER GUIDE:

Jalapenos: HOT

- A jalapeno pepper is a fruit of the Capsicum pod type. It is a medium sized hot pepper when compared to other chili peppers, measuring an average of 2-3.5 inches in length but growing up to 6 inches long or longer. While originating in Mexico, it is now grown worldwide for its popular flavor and mild heat level, which averages around 5,000 Scoville Heat Units. That is hot, but not too hot.

Calabrian Chilis: HOT

- The Calabrian Chili pepper is a variety of pepper that originates from the Calabrian region of Italy. The chili is small but oozes flavor. Although predominantly spicy, there is also a salty, smoky and even fruity taste to this delicious pepper.
- In terms of the spice level of the Calabrian Chili, it ranges between 25,000 and 40,000 Scoville Heat Units

Green Bell Peppers: NOT HOT

- All bell peppers start out green and change color as they mature. If it's not picked, a green pepper may become yellow, orange, or red, depending on its varietal. The longer the fruit stays on the vine, the sweeter it becomes and the more nutritional value it gains. Since they were less ripe when picked, green peppers are less sweet and even bitter compared to red or orange. Bell peppers are sometimes grouped with less pungent pepper varieties as "sweet peppers".
- Bell peppers do not have capsaicin, so they have zero Scoville Heat Units, therefore they are way at the bottom of the Scoville Scale.

Sweet Drop Peppers: NOT HOT

- These tiny teardrop-shaped peppers grow in the Peruvian highlands and are usually available jarred in the U.S. They have a sweet taste with a touch of heat, similar to Peppadews. The Sweet Drop peppers are originally Inca Red Drop peppers, which are then pickled. This relatively small strain is very sweet with a mild to moderate heat range. The pepper's skin is typically medium-thick. They mature from green to orange to red.

Peppadew/Peppadew Peppers: NOT HOT

- They have a slight sweetness and that subtle simmer. But it's not all about the chili's natural flavor when it comes to the Peppadew. These chilies are sold seeded (lessening the heat) and pickled in a sweet and sour brine that adds substantially to the eating experience.
- The Peppadew pepper measures in at 1,177 Scoville Heat Units on the Scoville Scale.

CHEESES:

Feta:

- Feta is a brined curd white cheese made in Greece from sheep milk or from a mixture of sheep and goat milk. It is a crumbly aged cheese, commonly produced in blocks, and has a slightly grainy texture in comparison to other cheeses. Feta has a tangy, rich and slightly salty flavor. The more aged it is the more “peppery” and hard it is. Feta made mostly with sheep's milk will have a more rich buttery flavor, while goat cheese makes the cheese harder and milder in flavor.

Parmesan:

- Parmigiano-Reggiano or Parmesan is an Italian hard, granular cheese produced from cow's milk and aged 12–36 months. It is named after the producing areas, the provinces of Parma, Reggio Emilia, the part of Bologna west of the Reno, and Modena. Parmesan cheese has a hard, gritty texture and is fruity and nutty in taste.

Provolone:

- Provolone is an Italian cheese. Spun from stretched curd and initially too soft to place on shelves, this semi-hard cheese is known to take on a wide range of shapes and sizes. Opening with hints of nuts and salty undertones, it is smooth, mild and full of character.

Fontina:

- Fontina is an Italian washed-rind cow's milk cheese. Incredibly rich and creamy, the flavors of this cheese are sweet and pungent, unveiling tones of butter and roasted nuts as it lingers on your palate. Traditionally made from unpasteurized milk, the texture is semi-hard, smooth and adorned with small holes in the body.

Gorgonzola:

- Gorgonzola is a veined Italian cheese, made from unskimmed cow's milk. It can be buttery or firm, crumbly and quite salty, with a "bite" from its blue veining

Mozzarella:

- Mild, refreshing and supple, Mozzarella gets its flavors from either cow or buffalo milk. It has a springy and dense consistency with a light and barely discernible aroma of wholesome cream, making it a favorite among audiences with delicate palates. Softly spoken when fresh, the profile changes once melted, becoming stringy and mellow in flavor.

PASTAS:

Angel Hair:

- Angel Hair pasta, also known as capellini, or "fine hair," is a very thin variety of Italian pasta. Like spaghetti, it is rod-shaped, in the form of long strands. The perfect choice when you want to pair a light, refined sauce with a delicate cut of thin pasta.

Fettuccine:

- Fettuccine refers to a type of pasta shaped like long, flat ribbons. The word "fettuccine" means "little ribbons" in Italian. It is a flat and thick pasta that can be either fresh or dried.
- Fettuccine is popular in Roman and Tuscan cuisine traditionally made of egg and flour

Gemelli:

- The name derives from the Italian word for "twins." Gemelli are not twin tubes twisted around one another, as they may appear to be, but rather a single s-shaped strand twisted into a spiral.

OTHER DEFINITIONS:

Jerk/Jamaican/Hurricane Sauce:

- acidic & spicy—heavily seasoned.
- With a combination of scotch bonnet peppers, pimento (all spice), nutmeg, soy sauce and thyme amongst other seasonings, jerk sauce is JAMAICA in a bottle. You get hints of sweet, salty, lots of spicy and a kick of flavor that can only be described as “island-y”.

Demi Glace:

- Demi-glaze (English: "half glaze") is a richly concentrated brown stock that is carefully reduced until it forms a deep meaty flavored glaze. In French cuisine it's used by itself or as a base for other sauces. The term comes from the French word glaze, which, when used in reference to a sauce, means "icing" or "glaze." It is traditionally made by combining one part Espagnole sauce and one part brown stock made by roasting a lot of meat and then simmering for hours and hours to reduce. (ours is made with cabernet)

Pancetta:

- Pancetta is seasoned, salt-cured meat cut from pork belly, the underside of the pig. Pancetta is light pink with a dense, silky texture, and nutty flavor. Pancetta is commonly sold in thin slices in Italy, but most often sold cubed in the United States.

Tasso:

- Tasso ham is a heavily smoked meat that is almost synonymous with Cajun/Creole cuisine. Today's Tasso ham as known by many is a heavily smoked and spiced meat. The term ham, may actually lead to some confusion, since this processed meat is not made from the same parts that ham is made from. Rather than being produced from pork leg, it is made with pork shoulder.

Thyme:

- Fresh thyme has a pronounced, concentrated herbal flavor with sharp grass, wood, and floral notes (like lavender and rosemary).

Arugula:

- Arugula is healthful, cruciferous leafy green with a peppery taste. It contains essential nutrients that help keep the heart and bones healthy. The larger the leaves, the more peppery it is usually, and sometimes overblown arugula leaves can taste a bit bitter.

Aioli:

- Aioli is a sauce made of garlic, salt, and olive oil and found in the cuisines of the northwest Mediterranean. The names mean "garlic and oil" in Catalan/Valencian and Provençal. It is found in the cuisines of the Mediterranean coasts of Spain, France and Italy.
- Although aioli and mayonnaise are both creamy emulsions, aioli is made from garlic and olive oil while mayo is made from egg yolks and canola oil. The final result may look similar but the two sauces have distinctly different flavors.

Marsala:

- Marsala wine is a fortified wine made in Sicily. Marsala is most commonly used in cooking to create nutty, rich caramelized sauces.

Marinara Rustica:

- A tomato sauce usually made with tomatoes, garlic, herbs, and onions. It can include the addition of capers, olives, spices, and a dash of wine as possible ingredients in its many variations.

Alfredo:

- Traditional Alfredo is a simple white/cream sauce. It is made from butter, heavy cream, and parmesan cheese. As the cheese melts, it emulsifies the liquids to form a smooth and rich sauce coating the pasta.

Truffle:

- Truffles — the non-chocolate kind, sorry — are edible fungi, like mushrooms. Unlike mushrooms, they grow underground near tree roots. They are often described as having a slight garlicky flavor similar to shallots with a deep musky aroma. The pungent aroma and subtle flavor can turn any traditional dish into a gourmet taste experience.

Capers:

- capers are the immature flower buds of the caper bush. Capers have a flavor described as lemony, olivey, and salty. Much of the briny, vinegary taste comes from packaging.

Fennel:

- Fennel is a member of the carrot family, though it's not a root vegetable. The base of its long stalks weave together to form a thick, crisp bulb that grows above ground. Above the bulb, at the tip of the stalks, it has light, feathery leaves that resemble dill. Every part of it is edible, from the bulb to the flowers, and it can be eaten raw or cooked. Though the stalks and leaves are edible, fennel recipes most often call for the bulb. When raw, it has a crisp texture similar to celery and a fresh licorice flavor. It caramelizes as it cooks, taking on a sweeter flavor and tender, melt-in-your mouth texture.

Pesto:

- Pesto, or to refer to the original dish pesto alla genovese, is a sauce originating in Genoa, the capital city of Liguria, Italy. It traditionally consists of crushed garlic, European pine nuts, coarse salt, basil leaves, and hard cheese such as Parmigiano-Reggiano or Pecorino Sardo, all blended with olive oil. (ours is made with arugula)

STEAK DONENESS GUIDE

| DONENESS | | INTERNAL TEMPERATURE |
|---|--|----------------------------------|
|  | Extra Rare or “Blue” <ul style="list-style-type: none">• Seared outside• Completely red interior• Cold and soft center | 115° - 120° FAHRENHEIT |
|  | Rare <ul style="list-style-type: none">• Seared outside• 75% red interior• Slightly cool center | 125° - 130° FAHRENHEIT |
|  | Medium-Rare <ul style="list-style-type: none">• Seared outside• 50% red interior• Slightly firm | 130° - 140° FAHRENHEIT |
|  | Medium <ul style="list-style-type: none">• Seared outside• Pink center with slight red• Firm and springy | 140° - 150° FAHRENHEIT |
|  | Medium-Well <ul style="list-style-type: none">• Seared outside• Slightest bit of pink in center• Mostly cooked throughout | 150° - 155° FAHRENHEIT |
|  | Well-Done <ul style="list-style-type: none">• Seared outside• Fully brown center• Firm and cooked throughout | 160° + FAHRENHEIT |

ABBREVIATIONS GUIDE FOR POS/RINGING STUFF IN:

OS- On Side

DOS – Dressing on Side

SOS- Sauce on Side

HM- Honey Mustard

HBals- Honey Balsamic

BC- Blue Cheese

BC Crumb- Blue Cheese Crumbles

Rnch- Ranch

SD- Side

Avo- Avocado

LTO- Lettuce, tomato, onion.

Goat- Goat Cheese

Chz- Cheese

R- Rare

Med- Medium

MR- Medium Rare

MW- Medium Well

WD- Well Done

Carm- Caramel

Straw- Strawberry

Choc- Chocolate

Chix- Chicken

Xtra- Extra

86- None/Out of.



| | Sauvignon Blanc | Chardonnay | Torrontés | Pinot Noir | Malbec | Merlot | Cabernet Sauvignon | Zinfandel |
|-----------------------|-------------------------------|------------------------------|--------------------------------------|---|--|-----------------------------------|---------------------------------------|--------------------------------------|
| Serving Temp | 46-48° | 50-52° | 48-50° | 59-61° | 60-62° | 60-62° | 62-64° | 60-63° |
| Cheese / Nuts | teta chèvre pine nuts | asiago havarti almonds | goat cheese mozzarella toasted nuts | goat cheese brie walnuts | asiago romano gouda | parmesan romano chestnuts | cheddar gorgonzola walnuts | ripe brie aged cheese |
| Meat / Fowl | chicken turkey | veal chicken pork loin | smoked meats grilled chicken chorizo | lamb sausage filet mignon roasted chicken | hamburgers duck barbecued pork ribs | grilled meats steak | venison ribeye beef stew | pork spicy sausage beef duck |
| Seafood | sole oysters scallops | halibut shrimp crab | sushi seabass grilled mahi mahi | orange roughy tuna | grilled halibut shark swordfish | grilled swordfish tuna | grilled tuna | cioppino blackened fish |
| Veggie / Fruit | citrus green apples asparagus | potato apple squash mango | mango pineapple mixed green salad | mushrooms dried fruit figs strawberries | sautéed spinach baked potatoes blueberries | caramelized onions tomatoes plums | black cherries broccoli tomatoes | cranberries grilled peppers eggplant |
| Herb / Spice | chives tarragon cilantro | rosemary ginger | marjoram basil garlic | nutmeg cinnamon clove | rosemary black pepper | mint rosemary juniper | rosemary juniper lavender | pepper nutmeg |
| Sauces | citrus light | sweet bbq spicy chutney | white asian peanut | mushroom light-medium red sauce | cajun barbecue mole sauce | bolognese béarnaise | brown tomato | spicy cajun salsa |
| Desserts | sorbet key lime pie | banana bread vanilla pudding | cheesecake tiramisu | crème brûlée white chocolate | banana pudding chocolate dulce de leche | dark chocolate berries fondue | bittersweet chocolate espresso gelato | spice cake gingerbread carrot cake |

WINE

Wine is an important part of the meal. It enhances food and relaxes guests, making their meal more enjoyable.

ASSUME that your guests will want to order wine. Be knowledgeable about the wines that we carry both by the glass and by the bottle. It is important that you be prepared with suggestions for good food and wine accompaniment. For example, fuller bodied wines go well with heartier foods.

We want to demystify wine. **Use tangible words when describing wines.** Words such as bouquet and balance may confuse inexperienced wine drinkers, but they will better understand words such as fruity, oaky, spicy, full or light bodied.

To Increase Wine Sales:

Effectively selling wine does wonders in building a guest check. It is the equivalent of adding at least one additional guest to the table without the work, so we cannot review selling wine too much.

Know your wines. Learn the wine list so you can suggest quickly and easily. Know which wines go best with which foods. If you are not a wine drinker, learn the popular wines and some short descriptions.

ASSUME that your guests will want wine. If you point out the wine list on the menu at a convenient moment, preferably right after the food has been ordered, and are ready with your suggestions, the chances are that even people who do not normally order wine will do so. Remember that wine helps to make dining out a special occasion.

Give guests more than one opportunity to order wine. Always ask in the beginning if they would like to start with wine. Talk about our features, and they will likely order that. If they decline, never assume that they won't have wine later. When taking the dinner order, ask again, "*Will you be having wine with dinner?*" These decisions are frequently spur of the moment.

If two or more guests order the same wine by the glass, ask if they would prefer a bottle. Wine will improve your check average dramatically. If you can sell a bottle of wine to the table, it is like adding an extra person or even two, without adding the extra work. This means extra tips for virtually the same effort! **Assure your guests that they may take any leftover wine home with them.** This may encourage them to order a bottle instead of a glass.

Wine Label Terminology

To sell wine effectively you do not need to be an expert, but you must be able to discuss the basic facts honestly and accurately. Familiarity with important growing regions and grape varieties is essential in this pursuit, and there is no better study guide than the wine labels. Take time to learn the information they contain, and your confidence will increase exponentially, closely followed by your sales.

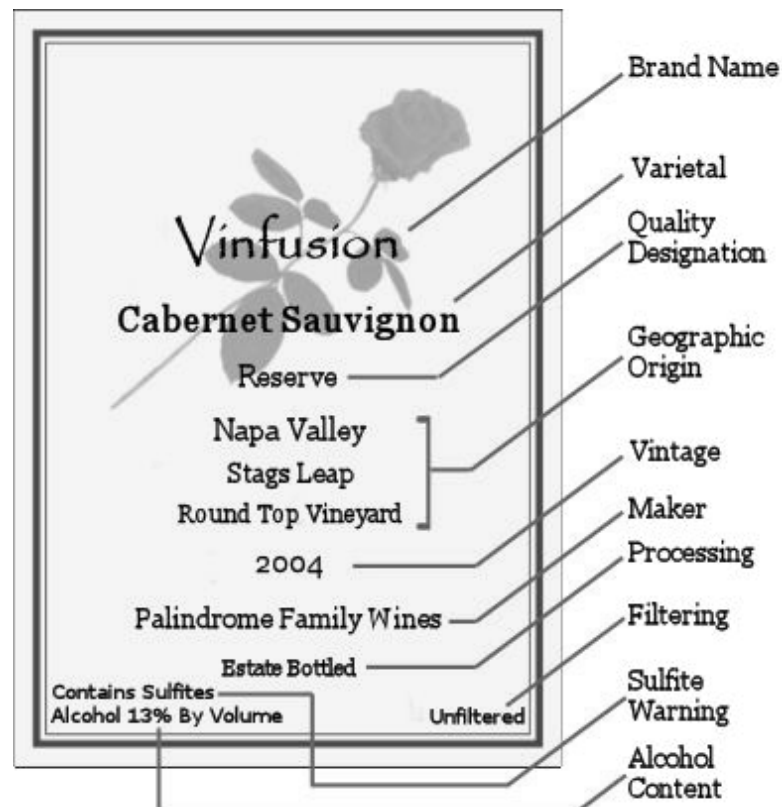
Generic Labeling - This applies to jug wine labeling that ultimately tells you nothing about the actual wine itself other than color. They usually "borrow" names from famous French growing regions such as Chablis or Burgundy.

Varietal Labeling - Used when a wine is named based on the variety or varieties of grapes used. *Examples: Cabernet Sauvignon, Merlot, Chardonnay, and Riesling.* In California a minimum of 75% of the wine must be made from the variety of grape named. In Oregon the legal minimum is 90%. Most American wines are varietally labeled. In some countries, varietal is combined with place-name such as in Barbera d'Alba, an Italian wine from Piedmont, which translates to "Barbera grown around the town of Alba." Australian wines often list two varietals, as with Shiraz/Cabernet, with the grapes placed in their order of prominence in the wine.

Place name Labeling - Used when a wine is labeled based upon where the grapes were grown. *Bordeaux* is a famous growing region in France where the varieties used are assumed. Chianti is a Tuscan wine from the around the city of Chianti but always primarily Sangiovese. Appellation (name) is the use of a geographic wine name that has a historical tradition of quality and style. This is very important because the quality of the grapes in a wine is primarily based on their suitability to the soil and climate in which they were grown; and wine can only be as good as the grapes used to make it. It is also important to know that, as well as historical tradition, appellations are highly regulated and controlled by the governing bodies of the countries and areas from which they originated.

Proprietary Labeling - Used when wines are made outside of traditional or legal descriptions and names are "made up." These include some of the most famous wines in the world such as *Opus One, a Bordeaux style blend from Napa Valley that is emulating a wine style traditional in Bordeaux;* or *Sassicaia, a "Super Tuscan" that is primarily made of Cabernet Sauvignon.* These wines are often the result of a pioneering spirit that is focused on quality but has differing views on what that entails than the local governing body.

Vintage - The grape harvest of a given year. Good or bad vintages are simply the reflection of weather conditions on the grapes. Grapes, like any fruit, are affected by unseasonably hot or cold, rainy or sunny growing seasons. The important thing to remember though is that the producer is the most important aspect of a wine. A good producer would never let his name be on a bottle of wine made from inferior grapes. It is also important to note that wines do have a life cycle; they are often fantastic young, but they continue to age and develop in the bottle. The best time to drink a wine is almost entirely based on the taste of the person drinking it.



White Grape Varieties

Chardonnay An incredibly adaptable grape that is sought after the world over. It is responsible for producing the great white Burgundies of Chablis, Meursault and Montrachet, as well as excellent wines of unique character in Napa Valley, the Russian River, Carneros and the Central Coast areas of California. It is a rather subdued and not strongly aromatic variety that produces wines of dry to medium-dry wines of varying styles with scents that range from green apple & pear to ripe melon & tropical fruit. However, what is most often associated with Chardonnay is nutty, buttery, smoky and creamy richness in the nose and palate and is actually the effects of barrel fermentation and aging.

Pinot Grigio The most internationally popular white varietal from Italy. It is grown throughout Italy although its best expression comes from Friuli Venezia Giulia in the Veneto. It is almost always dry with apple and pear scents, light bodied and very refreshing. Also grown in Alsace and U.S. as Pinot Gris.

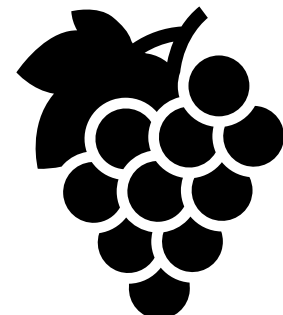
Moscato This is the varietal used to produce Asti Spumante, a mildly sweet sparkling wine from the Piedmont region, an excellent aperitif or light dessert wine. Also known as Muscat. In general Moscato has a spicy fragrance and pronounced apricot flavor.

Trebbiano The primary grape variety in Soave and Orvieto. It is widely exported and very popular. Wines are dry to semi-sweet and at their best can produce excellent concentrated and succulent wines. Best producers include Antinori (Campogrande), Barberani (Castagnolo).

Sauvignon Blanc Extremely aromatic with powerful grassy, herbaceous, flinty and green fruit notes. Originally from the Bordeaux and Loire valley areas of France it is now widely grown throughout the world. It produces dry, fruity and refreshing wines that are excellent young and with their lively acidity make great food wines. Also known as Fume Blanc in California, a marketing term that usually denotes a smoky quality derived from aging in toasted oak barrels.

Semillon Also originated in Bordeaux, it is usually blended with Sauvignon Blanc to tone down the latter's naturally herbaceous character. It is also harvested late to make the great dessert wines of Sauternes due to its naturally botrytis (noble rot) friendly character.

Riesling Also known as White Riesling or Johannesburg Riesling. This is Germany's greatest grape variety. It is grown successfully in cool climate regions throughout the world, especially Alsace. It has a brilliant sweet/acid balance that lends itself equally well to drinking on its own or in concert with sweet seafood like lobster or in its sweeter styles with sweet fruit tarts. It can be produced in a variety of styles ranging from dry, light, apple & pear scented Kabinett, to rich, sweet, honeyed melon and apricot scented Eiswein. Note that it is produced without oak aging yet because of its high acidity can age beautifully for decades in its finest forms.



Red Grape Varieties

Cabernet Sauvignon Originated in the Bordeaux region in France and is the primary grape variety on the left bank. It is the most famous grape variety in the world. The great red wines of Bordeaux as well as the lush fruit filled big bodied Cabernets of California's Napa Valley are a few of this grapes greatest expressions. It can be produced in a wide range of styles with a profile of fruit that ranges from black cherry and raspberry to cassis, and medium to full body. Oak influences add notes from clove and vanilla to cedar wood, cigar box, and tar. It is also produced with great success in Chile and Argentina with a lighter style that often produces some of the best values in the wine world. Blended with merlot in proprietary blends from California, as well as Sangiovese in many super Tuscan styles, the most famous of them are Ornellaia & Sassicaia. The rich tannin in Cabernet Sauvignon cries out for dairy products (cheese) and protein (meat) to neutralize the astringency. Lamb and NY strips with a naturally high fat content are classic Cabernet Sauvignon foods.

Merlot Also originated in Bordeaux, it's the primary grape of the right bank where its greatest expression may be in Petrus, one of the world's best and most expensive wines. At this moment, it is the most popular red varietal in U.S. restaurants, in great part because it offers the rich mouth-feel of Cabernet Sauvignon without the overpowering astringent tannins. It is often blended with Cabernet Sauvignon to soften the latter's tannins which come from its naturally thick skin and adds complexity. Because it is thinner skinned it is often smoother with rounder fruit.

Pinot Noir Originated in the Burgundy area of France and unlike Cabernet Sauvignon, it does not travel well. The areas of the Russian River and Carneros in California, as well as Willamette Valley in Oregon are a few of the handful of places where Pinot Noir has been successfully transplanted. This grape prefers a cool climate and produces wines of lighter body with scents that range from gamy and earthy to various types of cherry and wild strawberry. Because of its thinner skin its wines are softer and lighter colored and are never astringent. With its well balanced acidity it is capable of producing some of the world's best wines, the greatest of which come from the appellation of Chambertin. It is also one of the most food friendly wines and goes well with a broad range of dishes from fuller bodied fish to lighter style meats.

Syrah Originated in France's Rhone Valley where it is the primary grape in Cote-Rotie & Hermitage, as well as being blended to make Chateauneuf-du-Pape and Cotes-du- Rhone. It is also the major red varietal of Australia where it is known as Shiraz. In the U.S. it is primarily produced in California. It is a rich concentrated wine of almost inky black color that shows accents of smoke and grilled meat in the Rhone, and rich, jammy, raspberry to blackberry fruit in Australia, often also with a anise note. Great with many of the same foods as Cabernet Sauvignon and Merlot, it can also be a nice recommendation to an adventurous Merlot drinker.

Zinfandel California's own varietal, although controversy surrounding this grapes origin suggests it might have roots in Italy where it is known as Primitivo. This grape produces wonderful rich, medium-full bodied wines with dark fruit and accents of pepper. It is one of the greatest value wines in the world. Great with tomato-based foods, garlic and stews.

Nebbiolo Cabernet Sauvignons Italian cousin, a very thick-skinned grape that produces tannic wines, and is also very high in acidity. It has many very intriguing non-fruit based scents reminiscent of tar, violets and mushrooms. Make no mistake, this is one of the finest varietals in the world but is grown almost exclusively in Piedmont where it is responsible for the great wines of Barolo, Barbaresco and Gattinara.

Sangiovese Tuscany's main red grape variety. It exists in up to 16 different clones throughout Tuscany but its most famous and best wines come from the original native variety Sangiovese and its clones. These include Chianti Classico, Vino Nobile di Montepulciano, Chianti Rufina and its longest lived and most powerful wine Brunello di Montalcino. Sangiovese produces wines that are earthy with high acidity, some tannin, medium-light body and with fruit components that range from cherry to plum. Phenomenal with the highly acidic tomato-based sauces native to Tuscany.

Barbera The most prolific grape variety in Italy. Produces wines that are lighter and fruitier with scents reminiscent of blackberries, raspberries and licorice. Best drunk between 2 and 4 years old. Barbera has its origin in the Piedmont region.

Dolcetto From Piedmont, these are wines that are mulberry hued with pink highlights, crisp in taste and well structured, with luscious fruit flavors and rich perfume. Best drunk young, 2-4 years.

Wine Production

Wine, in its simplest form, is an act of nature. Without any human intervention the process can happen. Primates, in fact, will seek out fermenting fruit, and wine. The ingredients for wine are:

- Yeast – a single cell fungus that is found naturally clinging to grape skins.
- Grape Juice

When grape juice and yeast come together, fermentation begins: Grape sugar is converted into alcohol and carbon dioxide.

Red Wine Production

After harvest, a decision is made on whether to produce a light juicy style wine or a rich dark full-bodied dry wine. There are two primary options: Crush or don't crush.

- **Carbonic Maceration** - A type of whole berry fermentation in which juice is extracted by allowing the grapes' own weight to extract the juice, resulting in soft, juicy and fruity wine. EX: Beaujolais Nouveau.
- **All Other Types** - The grapes are sent through a de-stemmer/crusher. The crush is done very gently to extract the juice without breaking the pips (seeds) and adding a bitter component to the wine.

Fermentation

The juice, along with the skins, is ready to go to a fermentation vat where the grape sugars will be converted into alcohol by the introduction of yeast. It is the skin that gives red wine its color, while fermenting the juice without the skins results in a white wine. EX: Blanc de Noirs Champagne, which translates to white wine from black grapes, and in this case, Pinot Noir.

Temperature

The temperature at which the grapes ferment controls many of the aspects of a wine's character.

- **HIGH TEMPERATURES** - Results in deeper colored and more tannic wines. For example, Cabernet Sauvignon.
- **LOW TEMPERATURE** - Accentuates freshness, fruit and bouquet. For example, Pinot Noir.

Pressing

After fermentation is completed, red wines are ready to be pressed, a process of separating the juice from the skins and pips. The gentler the press, the more elegant the wine. The first press is known as the cuvee.

Malolactic Fermentation

After a wine is made a second fermentation takes place. It is a secondary natural chemical process in which "malic," or apple acid, transforms into "lactic" or milk acid. This improves wine by softening it and reducing acidity. When this occurs in a white wine it results in an attractive buttery fragrance. The wine can now be bottled and stored.

White Wine Production

Making white wine is very similar to producing red wine. The primary differences are:

- White wines are fermented away from their skins.
- White wines are fermented at much cooler temperatures to emphasize their fruit and freshness.

Rose Wine Production

There are two methods of attaining a blush wine:

- **Limited Maceration** - The most common method, leaving the skins in contact with the fermenting grape juice for a short time until the desired color is achieved.
- **Bleeding** - When the juice is tainted by the crushing weight of the grapes before fermentation.

Sparkling Wine

Sparkling wine is very versatile and creates an occasion in and of itself as well as being one of the most food friendly wines, due to its naturally high acidity. The name Champagne refers to a small region in northern France. Only sparkling wine made in the French appellation of Champagne may use the term to describe its sparkling wine. One of the most distinguishable features of Champagne is the endless streams of tiny bubbles.

Methode Champenois

This refers to the costly process by which a second fermentation is induced in the bottle itself with the addition of a small amount of sugar and yeast. The wine is corked, stacked and capped which leaves no place for the carbon dioxide released to go but into the wine itself. This process takes place over the course of two years, at the end of which the sediment that has formed in the bottle has to be removed. Accomplishing this involves having the bottles placed cork down, shaken and turned daily for a period of months. The sediment eventually comes to rest on the cork itself and is removed in a process called “disgorging.” At this point all Champagne is bone-dry. Before re-corking, each bottle receives a “dosage,” a syrup that is a mixture of still wine and sugar. The amount of the “dosage” determines the wines ultimate sweetness. Natural is the driest, followed by Brut, Extra dry, Dry, Sec, Demi-Sec and Doux. Champagne is made of one or more of the following grapes: Chardonnay, Pinot Noir and Pinot Meunier.

Fortified Wines

Port

Fortified means that a neutral spirit or brandy has been added during the wine-making process. In the case of Port, this brandy is introduced during fermentation to kill the yeast and stop the fermentation. The result is a wine that is quite sweet (due to residual grape sugars), and relatively high in alcohol (18- 20% by volume). The term Port itself may be used in a generic sense to indicate any fortified wine, but authentic Port comes from Portugal and will state “Porto” on the label to indicate it comes from the Oporto region in Portugal. Ports come in two basic categories, Vintage Port & Wood Port.

Wood Port

Ports blended from more than one vintage and aged in wood for a minimum of four years. “Ruby Port” is an inexpensive young wood port that is ruby red in color and light-bodied. “Tawny Port” is an older wood Port aged for an average of 10, 20, 30, or 40 years in oak casks. It is a tawny color with a mellow, smooth character and flavors that range from caramel to nutty, and fruit from raisin to fig.

Vintage Port

Ports made from one year's vintage. They are aged for 2 years in wood and require much longer aging period in the bottle. Lots of sediment is dropped off in the bottle and all vintage ports must be filtered prior to service. A vintage is declared only in exceptional years and since that only happens a few times a decade, production is very limited, and the resulting wines are very expensive. "Single Quinta" or "Single Vineyard" ports are vintage ports produced in off years that come from one single superior vineyard. They are to be handled just like vintage port and generally require less bottle aging and are less expensive.

Sherry

Like Port, Sherry is a fortified wine; the difference is that Sherry is fortified after fermentation is completed. All Sherry is bone-dry in its natural state and is sweetened depending on the style. Authentic Sherry is from southern Spain, but the term may be used in a much more generic sense in other countries.

| | |
|---------------|--|
| FINO: | Light colored, bone-dry sherry with a delicate flavor best served cool as an aperitif. |
| AMONTILLADO: | Fino aged longer in oak to develop a nutty character. Serve cool before or after dinner (may or may not be sweet). |
| OLOROSO: | Best after dinner, serve cool. Rich & full character much like an Amontillado. |
| CREAM SHERRY: | Intensely sweet and syrupy, serve with dessert. |

Tasting Wine

Perhaps the most important thing to remember in tasting wine is that there are no right or wrong tastes. It is a very relative endeavor, and a great deal of enjoyment and learning can result from open dialog concerning many different impressions about the wines being tasted. It is also very much like solving a mystery, each step you take in tasting & evaluating a wine gives you one more clue toward solving the mystery of that particular wine.

Using the steps listed here, each time you taste a wine, you can get in the habit of searching out the wine's hidden nuances and forming your own impression about the wines you sell, which will ultimately make you a much more effective salesperson. What is very important to understand, however, is that the tongue only registers five tastes- sweet, sour, salt, bitter, and Umami. All other taste impressions are actually registered by your sense of smell.

Appearance

Color - Wine enjoyment starts with its visual appeal. A well made wine is clear and bright and each varietal has its own characteristics. Barrel aged Chardonnay is often golden; Syrah an almost inky black-purple.

Rim Variation - This will give an indication of a wines age. White wines darken with age, while Red wines lighten. The difference in color from the narrow band around the rim to the center of the glass will give you an indication of a wines age. Most useful for blind tasting.

Viscosity- The "legs" on a wine glass will give you an indication of alcohol content. Closer together means higher alcohol, Ex: Zinfandel, Port. Farther apart means lower alcohol, Ex: German Riesling.

Nose (aromas)

Intensity - How strongly does the wine register on your olfactory senses? Each wine has its own level of aromatics.

Fruit - What type of fruit components register? White wines will range from green apple and pear to rich tropical fruit smells of melon and pineapple. Red wines will range from strawberry and cherry through darker fruit like plum, blackberry and cassis.

Wood - If a wine has oak aging it will manifest itself in many different ways. Overt oak often comes across as cedar or cigar box when young, and as leather or sandalwood as it ages. Some spices are also wood based, Ex: clove, vanilla, anise.

Spice/Floral/Herb - This can range from cinnamon and allspice, to pepper and oriental spices. Floral scents can cover anything from violets to roses.

Earth - Wine will also give scents of wet stone, flint, chalk, dirt, or many other forms of mineral. Especially in French wines, this will give you an indication of where a wine's grapes were grown. Grapes pick up aspects of the soil and climate in which they were grown, usually much more prominent in cooler climates where vines must reach deeper for their nutrients. Ex: Sancerre from the Loire will show a flinty character because of the flint inherent in the soil upon which it was grown.

Palate (taste and mouth feel)

Acid/Tannin - Acidity in wine makes your mouth water and is more associated with white wines, although it is a component in many red wines. Tannin makes your mouth dry (fur tongue), and it is a component in red wine that comes from the skins and pips of the grape. Each wine will have a different effect on your palate. Some reds especially contain both acidity and tannin. Ex: Pinot Noir.

Intensity – How strongly does the wine impact your palate?

Fruit/Earth/Spice/Floral/Herb - Well-made wine should have similar characteristics on the palate to what you find on the nose.

Body - Light-Medium-Full when used in describing body is like comparing skim milk-whole milk-cream.

Length - How long a wine remains on your palate is probably the single biggest determining factor in a wine's quality.

Balance - Are all the elements in the wine in harmony, fruit, tannin and acidity? Well-balanced wines tend to age gracefully.

Wine Service

When Do You Bring Up the Topic of Wine? TWO TIMES

1. During the initial greeting. The goal is to get the order and bring the wine to the table as quickly as possible.
2. After the table has ordered entrees. "Will you be having wine with dinner?"

How Do I Make Suggestions?

Ask questions!

- Are you looking for anything in particular?
- What style do you prefer?
- What have you had before that you enjoyed?
- What are you in the mood for?

Commit yourself to an opinion!

- "I love Chateau St. Jean private reserve Chardonnay!"
- "I just tasted a Pinot Noir that would be an excellent complement to your tuna."

Don't ask passive questions!

- "Did you look at the wine list?"
- "Are you having wine tonight?"

You are in one of the only sales jobs in the world where you do not have to convince someone to buy, but only of what to buy, **as the decision to buy was made before they walked in your door.** What they buy depends on the quality of the information you give them and the sincerity and integrity you present.

Taking the Wine Order

1. Use the wine list as a tool. Point to the items you recommend and be sure to include suggestions that involve both mid to low priced items, as well as higher priced items.
2. Leave the wine list on the table until your guests have placed their dinner order as a reminder that wine and food are natural partners.
3. Make suggestions confidently and cheerfully, as most people are more than happy to relinquish decision making if they trust you.
4. Always verify a selection by repeating it back to the guest.
5. Get the wine immediately! Always make sure you have proper glassware (cleaned & polished), as well as chillers or ice buckets out before you present the wine. If more than one wine is ordered, the glasses for the wine to be served first should be to the right, followed in order by the appropriate glassware for the next wines to be served.

Serving Wine

1. Make sure you have a clean towel and corkscrew before going to the table. The towel should be neatly folded in a square and the bottle cradled in your left hand on the towel (never carry a bottle by the neck). Bring a small cordial glass for the cork.
2. Check the name, vintage and type of wine before going to the table. **Present the bottle to the host** (whoever ordered it). Repeat name, vintage and type to the guest. *Note: If a vintage has changed simply point this out to the guest.*
3. Place the bottle on the table to the right of the host with the label facing them. Use an adjacent table or tray if the table is too crowded.
4. Cut the foil below the lip keeping the bottle still and rotating the knife around the bottle.
5. Wipe the top of the bottle with your side towel. Insert the corkscrew just off center and twist firmly once, the rest should just be turning with no force necessary (do not turn the bottle). Stop just before the worm is completely inserted. Brace the lever on the lip of the bottle with your left hand, and lift straight up, slowly and smoothly. The cork should be removed as quietly as possible (no loud pops). Wipe the lip again and present the cork in the cordial glass to the right of the guest with no fanfare.
6. Offer the guest a small 1-2 oz taste. When approved, serve the guests clockwise from the right, ladies first, making sure to finish with the host. Glasses should be no more than 2/3 full, for large glasses only 1/3 full. Guests should **NEVER** pour their own wine.
7. If a second bottle of wine is ordered automatically bring the host a new glass to taste with and OFFER to get new glasses for their guests. If a third bottle is ordered automatically bring new glasses.
8. Remove empty bottles from the table as soon as the last guest has finished drinking, or upon receipt of a new bottle. Always remove the cork and any unused glassware after the host has been served.

Sparkling Wine Service

1. Make sure the bottle is cold - **Champagne bottles that are not cold enough are very dangerous.** The cork could fly out with extreme force. If not cold enough, chill in a bath of ice and water for 5 minutes.
2. Position the ice bucket to the right of the host. Open the Champagne in the ice bucket positioned at a 45 degree angle (the bucket provides stability as a brace, and is much more graceful). Importantly, **ALWAYS POINT THE CORK AWAY FROM ANYONE**, and never open the bottle on the table.
3. Remove the foil covering the cork. Many bottles have a red tear tab, or you may use your knife under the lip. Cover the cork with a side towel. Grasp the cork, including the cage, firmly. Untwist the cage (6 twists is the industry standard) and gently loosen the cage around the cork. Keeping a firm grip on the cork & cage, twist the bottle (not the cork), and ease the cork out with a sigh (not a pop).

4. When the cork is removed keep the bottle at 45 degrees for a minute to allow the bottle to depressurize and prevent losing Champagne over the side of the bottle.
5. Remove the cork from the cage and present it to the right of the host. Wipe the bottle off with your side towel and pour the host a small 1oz taste. Upon approval, proceed clockwise around the table, ladies first, finishing with the host. Each glass should be filled before moving onto the next guest and pour in a slow steady stream to avoid overflow. If the bubbles do rise to the rim, wait a moment then finish pouring to the correct level (2 fingers from the top). Replace the bottle in the bucket and cover with a clean dry towel.

Decanting

Decanting is a procedure used in red wine service only and is done for three purposes.

1. To separate clear wine from sediment.
2. To allow a wine to breathe, which softens the tannins and releases its flavors.
3. To warm a wine that at cellar temperature (55-65 degrees) may be too bitter. Transferring wine to a decanter warms a wine 5 degrees.

Bottles should be stored and decanted with the label up, so you know which side the sediment rests on.

When decanting for sediment make sure you take a candle to the table. Hold the bottle so the neck is 4-6 inches above and slightly behind the flame. Focus your attention on the shoulder of the bottle and pour in a smooth steady stream into the decanter until you see sediment begin to enter the neck of the bottle, then simply stop pouring (no jerky movements). Place the bottle to the right of the host with the decanter next to it, following the same service procedures detailed earlier.

When decanting for aeration or temperature, forget the candle. You may rest the lip of the bottle on the decanter when pouring.

The Cost of a Bottle In No Way Determines Whether Or Not You Decant.

Food and Wine Harmony

The principles of food and wine harmony are very simple and easy to remember. Memorizing the endless variety of flavors would be overwhelming and confusing. What is much more effective is focusing on the basic components of wine and food and how they complement each other. Wine makes food taste better and food makes wine taste better.

Food Components

| | |
|----------------|---|
| ACIDITY | Vinegar, tomatoes and citrus, foods with a high acid content make wine taste sweeter or softer. Tart food likes dry wine. |
| SWEET | Shellfish, vegetables and desserts, foods with high sugar contents make wine taste drier. Sweeter food likes sweeter wine. |
| FAT | Animal fat or dairy products, fatty foods have the effect of neutralizing tannins in red wine and acidity in white wine. Fatty foods make wine more mellow. |
| HEAT | Refers to spice in food (pepper, chili), not temperature. Heat amplifies the heat in wine. Therefore, spicy food likes lower alcohol wines. |

Wine Components

| | |
|----------------|--|
| ACIDITY | The mouthwatering component in wine that also allows it to age. Also has the effect of cleansing the palate. |
| BITTER | The astringent or mouth-drying effect of tannin from red wines on the palate. It is perceived at the back of the tongue when the result of wood aging, or at the front as the result of the skins and seeds of the grapes. Tannin cuts the fat in food. It is the tannin not the color that makes astringent red wines inappropriate with delicate food like fish. |
| SWEET | The taste of sugar in wine, perceived on the tip of the tongue. |
| HEAT | Refers to the amount of alcohol in a wine. |

ROMACELLI RIVER RANCH

TRAINING

UPDATED 2.28.21

WAITR:

When ringing in a Waitr order, press “ACCEPT” and choose the appropriate amount of time for order to be prepared on the ipad. Open up your number in aloha and select “NEW TAB”. Tab should be labeled as “ W NAME OF CUSTOMER”. The “w” lets the kitchen know that this is a waitr order. It also helps us when we are closing out said orders at the end of the night.

When closing out a Waitr order, **USE HOUSE ACCOUNT (1003)**. DO NOT USE THE BUTTON ON THE PAYMENT SCREEN THAT SAYS “WAITR”. We are working on getting rid of it. It messes up a lot of things within the system and it was a mistake put in by Computer World.

EVERY DAY SERVER CHECKOUT/DUTIES:

- No server is allowed to leave the premises without checking out with a manager.
- Your checkout must be signed by the closing server and your cash owed must be counted by a manager.
- ALL closing duties must be completed. Failure to do so will result in disciplinary action.
- The opening and closing duty list must be signed with an expo after each task is finished. This will be checked by the closing server before you leave.
- No one is to leave before their table gets up. If your table is closed out and still has plates or glassware on the table, you are required to stay until they have either left or everything from their table is picked up.

CLOSING SERVER IS SOLELY RESPONSIBLE FOR HOW THE RESTAURANT IS SHUT DOWN. IF IT IS NOT DONE PROPERLY, DISCIPLINARY ACTION WILL BE TAKEN.

KITCHEN ETIQUETTE (SERVERS):

- Ordering food for yourself is allowed under the following conditions:
 - You have no tables or you are not busy.
 - You have asked Brad (Or the kitchen manager on duty) if it is ok to order food at that time.
 - A manager must ring in food for you.
- Servers & bartenders are not allowed on the line during service unless:
 - You are putting up dishes on the line that are washed.
 - You have asked permission.
 - A manager or line cook has told you it is ok.

GUEST COMPLAINTS:

It is very important that a manager is made aware of a problem with your table as soon as you sense it. No problem is too small to let us know. We are responsible for making sure all problems are solved in a timely manner or preventing said problems.

SUGGESTIVE SELLING & UPSELLING:

When dealing with a table, it is imperative that you educate the guests on what we have available in the restaurant. The more you sell to a guest = the higher the guests bill will be = the higher your tip will be.

I have provided you all with multiple specials every week that you are required to suggest to your table as well as dessert menus that give you more opportunities to upsell your guest.

8 Upselling strategies to keep in mind when dealing with a guest:

1. Know Which Menu Items Have High Profit Margins. ...
2. Offer Extras. (Would you like to add chicken to your salad today?)
3. Offer Specific Items. (Weekly specials)
4. Be Enthusiastic About the Items You Are Suggesting. ...(The chicken quesadillas have been very popular lately & we only have them for a short period of time. Would you guys be interested in them today?).
5. Know What Items to **Upsell** at What Times. ...
6. Do Not Annoy the Customer. ...
7. Mention Takeout Options. ...(Waitr/Catering/Etc)
8. Suggest Other Courses that the Customer Hasn't Ordered (Dessert)

How to Upsell

Upselling is a strategy front-of-house staff use to recommend a higher-priced item based on conversations they have with guests about likes, wants, and preferences. To upsell effectively, you need to ask discovery questions (questions that teach you more about the guest), genuinely listen to their answers, and respond with a relevant recommendation based on the information they gave you.

Instead of selling a thing — like a glass of wine, appetizer, or dessert — try upselling an experience, which is often more effective. Here are some examples:

Instead of: “Would you like some wine with your meal?”

Try: “The Malbec would pair perfectly with your steak; it will seriously enhance the flavor and texture of the hanger. Should I bring a glass out with your meal, or would you like me to bring a taste now?”

Why this example works: You’re adding value to their entree by recommending a wine that enhances the tastes and textures they’re already interested in.

Instead of: “Would you like to start with some appetizers?”

Try: “The seasonal salad is my favorite way to start the meal, it’s light but complex with lemon mint vinaigrette, but it won’t fill you up before your entree. I ordered the chicken and sausage gumbo for lunch today and it was delicious — our Chef has been tweaking it for weeks. Can I bring you a taste of either?”

Why this example works: Sharing a personal experience with a menu item can encourage guests to give it a try. Today’s restaurant-goers check reviews before trying a restaurant or a specific menu item; consider this your in-person Yelp review.

If you have yet to try a certain menu item, see if another member of your team has and is willing to give you their opinion to pass off as your own.

STEPS OF SERVICE:

- Within 90 seconds of the guests being seated: Greet table; take drink orders.
- 4–5 minutes seated: Deliver drinks; take meal orders.
- 9 minutes seated: Drop off condiments, cutlery, napkins, and other supplementary items; check if refills are needed.
- Food delivered; Ask “Is there anything else I can bring you?” offer pepper and parmesan
- 2–4 minutes after food delivered: Check in on quality of food; ask about refills.

Always Tell Your Guests the Specials

Never assume your guests know what they want until it's entered in your POS system. Even the pickiest of eaters will be curious about specials, new menu items, your favorites, and any other recommendations you can offer that would enhance their dining experience. Remember: You know your restaurant's menu better than they do, even if they're a loyal customer. You have plenty of time between the moment they sit down and the moment they place their order to upsell them or convince them to give a certain menu item a try.

You'll notice that in the suggestions above, the upsell ends with an assumption that an appetizer or wine will be ordered. The more you normalize these things, the more likely your guests are to go along with it. And, as any server knows, tips increase the more items a table orders.

Some members of a group may not order anything at all, but by talking through the options and learning about their interests, you create a lasting connection that could result in a repeat visit, a great online review about the service, or even a visit from a friend or family member of theirs who heard them raving about their experience.

ALL SERVERS/BARTENDERS ARE REQUIRED TO MENTION OUR WEEKLY SPECIALS TO TABLES/GUESTS UPON GREETING. DON'T RELY ENTIRELY ON THE CLIPBOARDS.
ALL SERVERS/ BARTENDERS ARE REQUIRED TO GIVE GUESTS A DESSERT MENU.

CANDLES / GLASSWARE:

Make sure at the end of the night you are picking up the tealight candles off of the tables then cleaning them out (free of wax). We replace the candles in the holders daily.

They should be lit and placed on tables as it gets dark outside.

Glassware needs to be completely spot free. A hazy glass is not clean. A glass with rag lint on it is not clean. Please look at your glassware before putting away.

BARTENDER NOTES:

Make sure you are doing the following:

- Consolidating beer cases & mixers.
- Unloading wine, beer & liquor orders then disposing of empty boxes (broken down) then brought to dumpster cart. DO NOT leave in the hallway or at the backdoor.
- Knowing the par for all syrups and promptly making them so they are up to par.
- All orders should be picked up neatly. (Including any beer.) Do not leave cases in the middle of the floor in the hallway.

TO GO ORDERS:

All to go orders should be taken and repeated back to customer before sending to kitchen to be made.

When packing up to go order make sure condiments & silver ware is in the bag. You also are required to staple whatever flyer we are passing out on each and every to go order. This helps build business and makes people aware of our specials for the week.

RESERVATIONS:

Reservations shall be taken by hosts, managers, or bartenders only. Reservations over 10 shall be taken by managers only.

Upon start of shift if there is no host, check reservation sheet and set up tables for the ones scheduled.

Reservation signs are located under host stand.

PHONES:

Phones should be answered in under 3 rings. It is the entire staffs responsibility to make sure the phone is answered in a timely manner and properly. If I see anyone standing around ignoring the phone, there will be consequences.

IF YOU ARE OFF THE CLOCK OR IN STREET CLOTHES, YOU ARE NOT ALLOWED BEHIND THE BAR OR IN THE KITCHEN.

SENSE OF URGENCY:

In a business context, to **have a sense of urgency** is to act promptly and with intention to **make** things happen efficiently and effectively. Having a **sense of urgency means** doing what needs to be done immediately, without being asked and in the most thorough way possible in order to create change.

Server Opening Duties

- **Check the clipboard by bar closet-** Read any new pages and sign by your name. (check all pages)
- **Brew tea & coffee-** toss out tea bag & coffee grounds after brewing, bring tea and coffee to tea cart in server station, make sure coffee machine and area around it is wiped clean.
- **Rubber Mat-** place 2 rubber mats from out back on the floor of the dish pit & place rug in server station
- **Soda machine-** replace nozzles, fill ice & check that cups, lids, straws, and boxes are all stocked.
- **Water carafes-** fill 2 water carafes; one with ice & one without
- **Lemons-** if there are lemons left over from yesterday, check to see if they are still good. If not, toss them and cut more lemons (at least one quart container full)
- **Parm, Pepper, Oil & Vinegar & Sugar-** make sure all shakers, sugar caddies, and oil/vin are full, wiped clean, and stocked neatly.
- **Tables & chairs-** wipe down **ALL** tables & chairs inside & outside. Tuck all chairs neatly & manicure all inside tables.
- **Spot Sweep-** inside & outside, look for trash or crumbs under tables, chairs, & around the bar. If there are leaves on the patio, use leaf blower to blow them off & put battery back on charger when finished. Sweep debris off black rugs in front of doors. Use Swiffer to spot mop any sticky spots in restaurant and behind bar/server station.
- **AC units / heaters-** fill cooling fans with ice & water, place outside, plug into outlet & turn on/ check to see that all propane tanks are full and gas is turned off
- **Wine Bar-** place opened white wines from crate in the walk-in, in wine bucket & fill with ice, check dates on all wine bottles and bring any wine over 7 days old to the bar for sangria. Make sure wine cooler is stocked and wiped free of smudges & fingerprints. Turn on cooler lights.
- **Bathrooms-** make sure all stalls have TP, if roll is less than 1/3 full put in employee bathroom and replace with full roll. Make sure paper towels and soap dispensers are full. Wipe counters, spot sweep, and Swiffer any nasty spots (especially in men's room). Use windex and a paper towel to wipe mirrors. Wipe "MEN" & "WOMEN" door signs free of smudges & fingerprints.
- **Doors & Windows-** make sure all doors and windows are free of fingerprints and smudges. (including the gold kick plates and push panels)
- **Specials Board-** check the chalkboard to see our specials, desserts & if we are 86 anything. Check with manager for new Daily Specials & update board as needed.
- **Silverware & Glassware-** polish & roll any leftover silverware, polish any leftover glassware, and put away.
- **Menus-** make sure all leather menus have been wiped down inside & outside, replace any messed up paper menus, check that clipboards have the correct menus for the shift.
- **Sign Outside-** place the correct sign for the shift in a visible place out of the way of foot traffic.
- **Lights-** Plug in LED lights & neon sign in the front. Turn on neon sign in women's restroom & make sure all restaurant lights are turned on & up.
- **Weekly AM-** Complete today's weekly AM duties, sign & date when complete.
- **Host Duties-** If there is no host, complete host's opening duties.

Server Closing Duties (Dinner)

Before you start side work, make sure all empty tables have been bussed and reset

| | | |
|-----------------|---|--|
| | Bathrooms | Wipe mirrors with windex & paper towel. Wipe counters dry & make sure sinks are clean. Refill TP, paper towels, & hand soap in dispensers. If TP roll is less than 1/3, bring to employee bathroom & replace with full roll. Make sure floor is free of paper towel & toilet paper bits. Empty small trashcans into big trash can & take trash out. Replace trash bags & restock supplies under sink in men's & in storage bench in women's. |
| | Server Stations | Throw out any server drinks/food. Wipe down counter & organize anything that has been messed up. Wipe down all check presenters. Wipe POS with sani (spray the cloth, do not spray the screen). <u>Restock rags & refill sanitizer bottles.</u> Pick up rug & put out back. Sweep & Swiffer (under tea cart, soda machine & POS). Check to make sure drains are in drain hole under soda machine. Take out trash & replace bag. |
| | Soda Machine | Refill ice. Remove nozzles & place <u>in bottom</u> of basket to be run through dish. Run ice scoop through dish. Wipe where the nozzles were on machine & make sure there is no sticky soda residue. Remove plastic tray & metal back, wipe them down with sani & wipe under tray. Wipe down front, side, and lid of machine & wipe any soda spray on wall. |
| | Tea Urns | Cover & refrigerate lemons (throw out if bad or slimy). Dump any old tea. Remove nozzle from tea urn, take it apart(3 parts) & put in basket to be run through dish. Scrub any brown tea residue from inside urn with green scrubby & use nozzle brush to scrub residue from nozzle hole. Rinse urn out with sani & let dry upside down <u>by coffee/tea machine.</u> Wipe down tea cart. |
| | Coffee/ Water Carafes | Dump any old coffee. Rinse out & then fill with sanitizer. Pump sani through spout until it runs clear. Dump out sani & let dry with lid open by coffee machine. <u>Run coffee & tea filters through dish.</u> Wipe all silver on & around coffee/tea machine. <u>Wipe down all server trays.</u> |
| | Cappuccino Machine | Fill milk carafe ½ way with water. Put steamer nozzle in carafe, turn on steam, & bounce nozzle in the water for 10 seconds. Dump water out in sink & run carafe through dish. Wipe nozzle with cloth. Rinse empty espresso handle in sink with hot water until clear. Take tray & grate out & wipe with sani. Wipe under trays. Wipe down sink & soap dispenser. Make sure all espresso pods, creamers, sugars etc. are stocked. |
| | To Go / Pizza Bar | Fold & restock pizza boxes. Restock all to go items in server station & to go area neatly(bags, boxes, bowls, lids, pizza box liners, utensils, straws, cups, etc.). Make sure all bags have media stapled to them. Wipe down pizza bar (move stuff & wipe under). Restock app plates, spoons, knives, lined pita baskets, napkins, etc. Sweep in between pizza bar & back of oven on both sides. |
| | Spot Sweep/ Swiffer | Sweep up any crumbs or trash around restaurant. If under a table or by the bar, move chairs then sweep & replace chairs. Sweep dirt & debris off black mats in front of doors. Swiffer any nasty spots. |
| | Outside | Sweep under ALL tables. Sanitize tables & chairs & tuck chairs neatly. Bring in AC units/ Turn all heaters to OFF & close all propane tanks tightly. Bring sign in. |
| Closer | Wine Bar | Pump & date all open wines. Bring any wine over 7 days old to bar for sangria. Wipe Corvin thoroughly. Put white wines <u>in a milk crate in the walk in</u> & empty wine bucket. Wipe down counter with sani & leave wine bucket upside down to dry on a linen. Make sure wine cooler is stocked & wiped free of fingerprints & smudges. Turn off cooler lights. |
| | Parmesan & Pepper Shakers | Take tops off any used shakers, clean & dry tops thoroughly. Replace tops & place parm in server cooler & pepper on shelf above dining POS. Wipe down pepper/cheese shelf & around dining POS station. |
| | Oil & Vinegar/ Sugar Caddies | Refill all oil & vinegar containers. Wipe with sanitizer & make sure they aren't sticky or greasy. Make sure table is not greasy & place back on tables. Refill sugar caddies (10 of each kind of sugar) & replace neatly under dining POS. |
| Everyone | Silverware, Glassware, & Menus | Run all silverware & glassware through dish (short glasses in short rack, stem glasses in tall rack) Polish glasses with microfiber towel until free of ALL lipstick, smudges, fingerprints, lint, dust, etc. If the glass is hazy it is not clean. Polish & roll all silverware (2 forks 1 knife) tightly & neatly. Wipe down all leather menus & replace any gross pages. |
| | Weekly PM & Host Duties | Check the weekly cleaning duties list & complete today's PM duty. If there is no host, complete host duties. |
| Closer | Lights | Unplug LED lights & neon sign in front & outside, turn off neon sign in women's room. turn off all lights in restaurant & lock all doors before leaving. |

Server Closing Duties (Lunch)

* Before you start side work, make sure all empty tables have been bussed and reset *

| | | |
|-----------------|--|--|
| | Bathrooms | Wipe mirrors with windex & paper towel. Wipe counters dry & make sure sinks are clean. Refill toilet paper, paper towels, & hand soap in dispensers. Make sure floor is free of paper towel & toilet paper bits. Swiffer any gross spots. |
| | Spot Sweep/ Swiffer | Sweep up any crumbs or trash around restaurant. If under a table or by the bar, move chairs then sweep & replace chairs. Sweep dirt & debris off of black mats in front of doors. Swiffer any gross spots. |
| | Server Station | Wipe down all silver & organize anything that has been messed up. Wipe down all check presenters. Wipe POS with sani (do not spray the screen). Refill ice & wipe down outside & lid of soda machine. Make sure there are enough lemons for night shift. Take out trash if more than half full. |
| | To Go / Pizza Bar | Fold & restock pizza boxes. Restock all to go items in server station & to go area neatly (bags, boxes, bowls, lids, pizza box liners, utensils, straws, cups, etc). Make sure all bags have media stapled to them. Wipe down pizza bar (move stuff & wipe under). Restock & polish app plates, spoons, knives, lined pita baskets, napkins. Wipe down all server trays. |
| Everyone | Silverware & Glassware | Run all silverware & glassware through dish (short glasses in short rack, stem glasses in tall rack) Polish glasses with microfiber towel until free of ALL lipstick, smudges, fingerprints, lint, dust, etc. If the glass is hazy it is not clean. Polish & roll all silverware (2 forks 1 knife) tightly & neatly. |
| Closer | Wine Bar | Pump & date all open wines. Dump & refill ice in wine bucket. Wipe down counter with sani. Make sure wine cooler is stocked & wiped free of fingerprints & smudges. |
| | Outside | Sweep under ALL tables. Sanitize tables & chairs & tuck chairs neatly. Refill AC units/ Turn any heaters used to OFF & close all propane tanks tightly. |
| | Weekly AM & Host Duties | Check that the weekly AM duty has been completed. If there is no host, complete host duties. |

SIGN & DATE

Weekly Cleaning Duties

| | | |
|--|---------------------|--|
| | Monday AM | Scrub the stone foot rests under bar and pizza bar with a green scrubby pad & bucket of sanitizer. Use a butter knife wrapped in a linen to get all the crud out of the cracks in bar stools. |
| | Monday PM | Burn all ice in soda machine & wipe the well out with sanitizer. Refill ice. |
| | Tuesday AM | Wipe all windowsills & baseboards. Use magic eraser for scuffs or marks that won't come off with a rag. |
| | Tuesday PM | Detail Server Stations: Take everything off shelves & wipe down. Organize underneath both POS & wipe out cabinet under dining POS. Make sure it is stocked correctly & neatly. FLIP CHAIRS AT CLOSE |
| | Wednesday AM | Wipe all chair legs <u>& table bases</u> INSIDE & OUTSIDE & check under tables for gum. |
| | Wednesday PM | Empty all pepper & parm shakers into quart containers and label/ date them. Run empty shakers & lids through dish. Let dry over night. |
| | Thursday AM | Make sure pepper & parm shakers are completely dry. Fill $\frac{3}{4}$ full using the containers from last night first. Place "old parm" shakers on a plate or tray & use these shakers FIRST. Fill a couple of shakers with fresh parm for backup if needed. |
| | Thursday PM | Empty all used sugar caddies onto a tray. Throw out any damaged or dirty sugars. Run caddies through dish. Dry caddies & replace sugars. (10 of each kind) |
| | Friday AM | Wipe down inside walls and inside of door of ice machine with sanitizer. Get ALL black gunk off! Run big ice scoops through dish. Wipe down inside & outside of ice buckets with sanitizer. (scrub with green scrubby if nasty) |
| | Friday PM | Dust pizza oven & hanging lamps over pizza bar GENTLY! FLIP CHAIRS AT CLOSE |
| | Saturday AM | Organize shed: boxes, to go stuff, linens, throw away empty boxes and trash & sweep out. (make it look NICE) |
| | Saturday PM | Detail server cooler inside & out. Check that desserts/milk/cream are all labeled & not expired. Take everything out of cooler starting from the top & wipe walls & shelves down with sanitizer. Make sure glass is free of smudges. |
| | Sunday AM | Thoroughly wipe down bathroom stall walls & doors with sanitizer |
| | Sunday PM | First take all wine glasses down from shelf. Starting from the top shelf and making your way down, wipe down liquor bottles & shelves to remove dust. Remove linens from wine glass shelf & wipe shelf down. Replace with clean linens & restock wine glasses. |

SIGN & DATE

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| | | |
|--|---------------------|--|
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Menu & POS Abbreviations:

OS- On Side
DOS – Dressing on Side
SOS- Sauce on Side
HM- Honey Mustard
HBals- Honey Balsamic
BC- Blue Cheese
BC Crumb- Blue Cheese Crumbles
Rnch- Ranch
SD- Side
Avo- Avocado
LTO- Lettuce, tomato, onion.
Goat- Goat Cheese
Chz- Cheese
R- Rare
Med- Medium
MR- Medium Rare
MW- Medium Well
WD- Well Done
Carm- Caramel
Straw- Strawberry
Choc- Chocolate
Chix- Chicken
Xtra- Extra
86- None/Out of.

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HOUSE WINES:

- *Canyon Road* → Cabernet Sauvignon, Pinot Noir, Merlot, Chardonnay, Pinot Grigio
- *Mezzacarona* → Rose
- *Wycliff* → champagne brut // sparkling rose

DRAFT WINES:

- Prosecco, Chardonnay, Red Blend

BEERS:

- *Domestics* → Mich Ultra, Mich Ultra Gold, Miller Lite, Coors Lite, Bud Light
- *Imports* → Corona Xtra, Corona Lite, Stella Artois, Peroni, Blue Moon
- *Crafts* → Jucifer, Abita Amber

ADVICE:

- Mention the specials before they even get to look at the menu!!!
- Don't forget the Happy Hour (HH) deals!!! (4PM-7PM)
- Easy to upsell hummus by asking if they want cucumber slices to dip along with their pita bread!!!
- Always drop off dessert menu and mention desserts before they are done with their meal!!! Keep their minds on spending money!!!
- "Hey how are y'all doing today? Can I get you started with anything else to drink besides water? Maybe some wine or one of our signature cocktails? If you haven't tried this yet, this one is my favorite _____!!!"
- Two minute/two bite rule!!! Always check on your table after handing them their food within two minutes or bites!!!
- WE ARE NEVER OUT OF ANYTHING!!! MAKE SURE YOU LET YOUR TABLES KNOW THAT YOU ARE GOING ABOVE AND BEYOND TO GET WHAT THEY NEED/WANT TO THEIR TABLE!!!
- UPSALE UPSALE UPSALE!!!!

Wines By the Glass:

Pinot Noir-

Canyon Road (HOUSE) | 8

Decoy | 10

La Crema | 12

Red Blend-

Conundrum | 10

Prisoner | 25

Chianti-

Gabbiano | 10

Malbec-

Terrazzas | 10

Cabernet Sauvignon-

Canyon Road (HOUSE) | 8

Bonanza | 11

Frank Family | 25

Caymus | 40

Merlot-

Canyon Road (HOUSE) | 8

Desert Wind | 10

Zinfandel-

Decoy | 10

Rose'-

Stemmari (HOUSE) | 8

Whispering Angel | 15

Chardonnay-

Canyon Road (HOUSE) | 8

Kendal Jackson | 12

Prisoner Chard | 19

Pinot Grigio-

Canyon Road (HOUSE) | 8

Santa Margherita | 11

Gabbiano | 9

Sauvignon Blanc-

Oyster Bay | 9

Justin | 12

Riesling-

Chateau St. Michelle | 10

Moscato-

Strev | 11

Sparkling-

Wycliff (BRUT/HOUSE) | 8

Wycliff (ROSE/HOUSE) | 8

House Liquors:

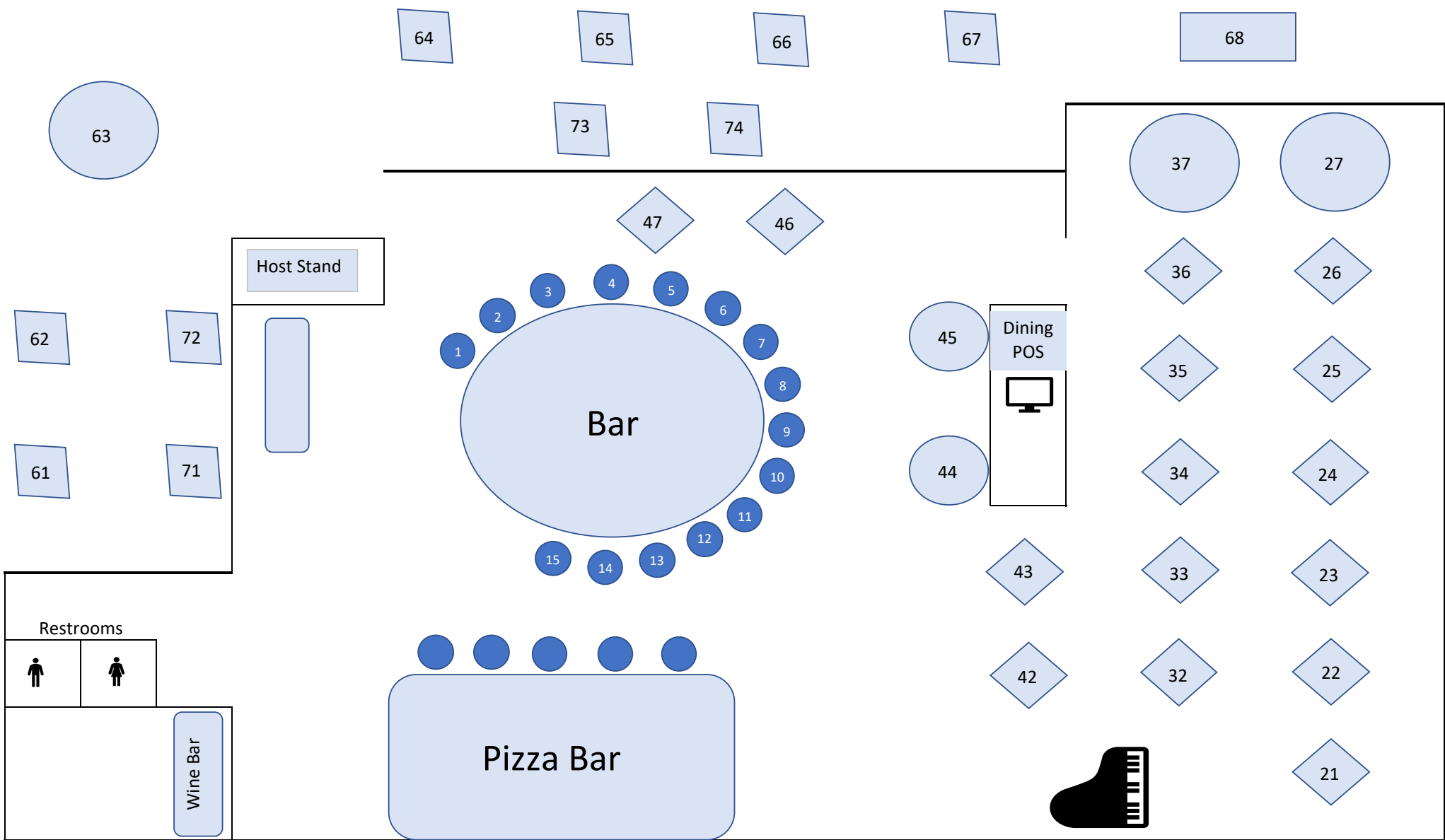
Vodka: Nue/Svedka/Crown Russe

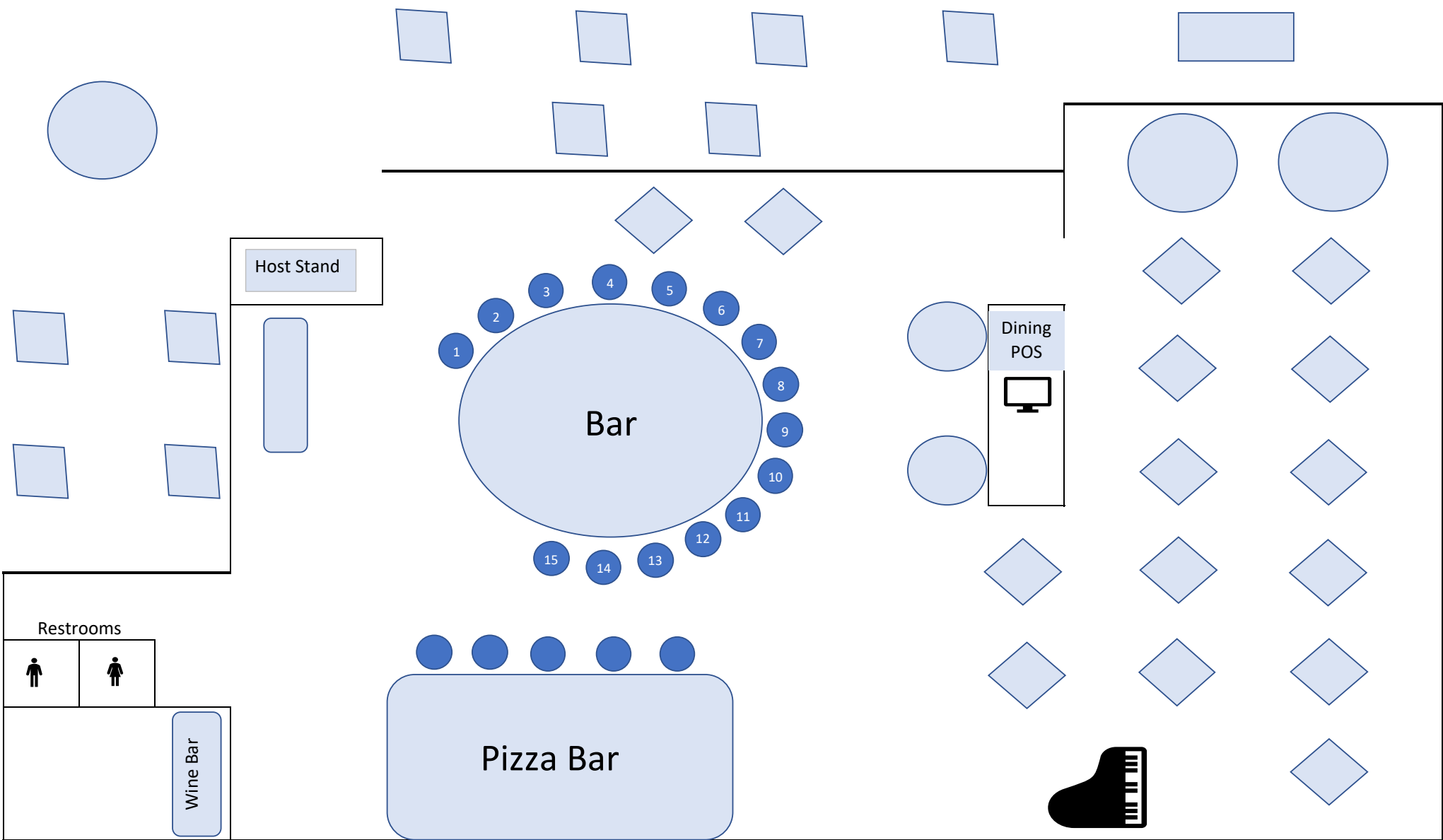
Bourbon: Benchmark

Gin: Crown Russe

Tequila: Tortilla

Rum: Ron Pontabla





WINE PUMP & DATE

| SERVER | DATE | SERVER | DATE |
|--------|------|--------|------|
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Remember to wipe wine bottles, the counter, walls, and doors of cabinets with sanitizer! Wine droplets are sticky and attract bugs! Dated bottles should include day/month the bottle was opened and your initials on the BACK of the wine bottle.

THANK YOU <3



| | Sauvignon Blanc | Chardonnay | Torrontés | Pinot Noir | Malbec | Merlot | Cabernet Sauvignon | Zinfandel |
|----------------|-------------------------------------|------------------------------------|--|--|--|--|--|--|
| Serving Temp | 46-48° | 50-52° | 48-50° | 59-61° | 60-62° | 60-62° | 62-64° | 60-63° |
| Cheese / Nuts | teta chèvre pine nuts | asiago havarti almonds | goat cheese mozzarella toasted nuts | goat cheese brie walnuts | asiago romano gouda | parmesan romano chestnuts | cheddar gorgonzola walnuts | ripe brie aged cheese |
| Meat / Fowl | chicken turkey | veal chicken pork loin | smoked meats grilled chicken chorizo | lamb sausage filet mignon roasted chicken | hamburgers duck barbecued pork ribs | grilled meats steak | venison ribeye beef stew | pork spicy sausage beef duck |
| Seafood | sole oysters scallops | halibut shrimp crab | sushi seabass grilled mahi mahi | orange roughy tuna | grilled halibut shark swordfish | grilled swordfish tuna | grilled tuna | cioppino blackened fish |
| Veggie / Fruit | citrus green apples asparagus | potato apple squash mango | mango pineapple mixed green salad | mushrooms dried fruit figs strawberries | sautéed spinach baked potatoes blueberries | caramelized onions tomatoes plums | black cherries broccoli tomatoes | cranberries grilled peppers eggplant |
| Herb / Spice | chives tarragon cilantro | rosemary ginger | marjoram basil garlic | nutmeg cinnamon clove | rosemary black pepper | mint rosemary juniper | rosemary juniper lavender | pepper nutmeg |
| Sauces | citrus light | sweet bbq spicy chutney | white asian peanut | mushroom light-medium red sauce | cajun barbecue mole sauce | bolognese béarnaise | brown tomato | spicy cajun salsa |
| Desserts | sorbet key lime pie | banana bread vanilla pudding | cheesecake tiramisu | crème brûlée white chocolate | banana pudding chocolate dulce de leche | dark chocolate berries fondue | bittersweet chocolate espresso gelato | spice cake gingerbread carrot cake |

Romacelli

RESTAURANT
& BAR

Butter Noodles | 7
Choice of Butter, Alfredo, or Marinara

Add Chicken | 4
Add Meatballs | 4
Add Shrimp | 5

Small Cheese Pizza | 7

Small Pepperoni Pizza | 8

Drinks

Coke | Sprite | Dr Pepper | Lemonade | Shirley Temple |
Arnold Palmer | 2

