



paired

RANDI KLASSEN

FULL SERVICE TRAINING PROGRAM

An extended wine education program that ensures staff have the support and individual training to confidently describe, recommend, and serve your wine list.

HIGHLIGHTS

Ownership and Management Consultation to Determine Training Goals

Two Hour Interactive Workshop for Front of House Staff and Management

Three Evenings of On-Floor Training Designed to Convert Workshop Training into Confident Presentation

all staff will be able to :

uniquely describe the main aromas, flavours, and structural components of the key wines from house list

enthusiastically recommend wines to pair with the guest's meal choices

confidently serve wine in the house style

put their new skills into practice immediately with sommelier support, feedback and encouragement


Interactive Workshop

- blind wine tasting from house wine list
- learn the general pairing rules and recommended pairings from house menu
- staff members work in teams to develop unique descriptions of key wines
- practice offering wine at each stage of service based on customer preferences and selected dishes
- service practice for sparkling, white, red and dessert wines

On-Floor Training

- Randi will table touch with service staff as the role of sommelier to show direct examples of wine service
- Randi will provide floor support for bar tenders with questions or inquiries about wine storage, equipment and service

QUOTES

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