
Elevate the Guest Experience



Reggiewine

Spring 2026

Elevated Team Success

Mission:



WHY ARE WE HERE

Inspire loyalty in our team and guests by providing memorable dining experiences that exemplify our core values of love, care, and concern.

Love for what we do, care for our guests, and concern for each other.

Motivated | Kind & Considerate | Adaptable | Dependable
GUEST FOCUSED

OWNERSHIP

Everyone is an owner!

You have a financial stake in the restaurant. You earn a living by serving guests - the service you provide factors into that "living" that you make!

Reduced Turnover
Guest Engagement
Financial



- Everyone working in the restaurant is responsible for every guest
- Be aware of the guests while you are running food, clearing or seating
- **Leave the floor with something as you exit, take a look around to make sure all looks as it should.**
- Check in with any guests that look like they have a question
- **Remember engaging with the guest enhances both your and their experience.**

Everyone is a Host

Back of House

- It's great to engage with the guest!
- BE FRIENDLY & KIND
 - Remember how you might enjoy being treated when you spend money somewhere.
 - Please take pride in your cooking!
 - Service first attitude extends to the kitchen!

Front of House

- It is EVERYONE'S responsibility to greet guests!
- This is the start of the guest's experience - you can make it great!
- Read the guest but DO NOT ASSUME
- Ask the guest about their table/counter preference
 - You may need to give them information about the area: it's more public, more private, etc.
- Step out from behind the podium/host stand
- Treat everyone as though they are your friend and be NICE to everyone.
- Be kind to everyone, kitchen, service and host staff and managers - you are all in this together.
- Communicate with your manager, team members

Teamwork: Cohesion and Symmetry

Cultivated through deliberate management and staff practices

Front-of-house and back-of-house need to operate as one, it directly boosts customer satisfaction.

Pre-Shift Meet ups

Partner with Team Members

Clear Role Definition

Take Breaks

Assist Others

Share Successes

Small Gestures of Kindness

START YOUR SHIFT OFF IN A POSITIVE MINDSET

TIPS ON HOW TO HELP YOUR GUEST HAVE THE BEST FOOD EXPERIENCE

PREPARE YOUR AREA AND YOURSELF PRIOR TO YOUR SHIFT

- Walk in the door looking your best.
- Service starts with checking each table
- Build teamwork right from the start and check surrounding areas too.
- Check condiments fill level and cleanliness
- Check flatware, napkins, glassware and/or plates are clean.
- Check any 86 items, specials and manager contests, reservations.
- OWNERSHIP



White Wines

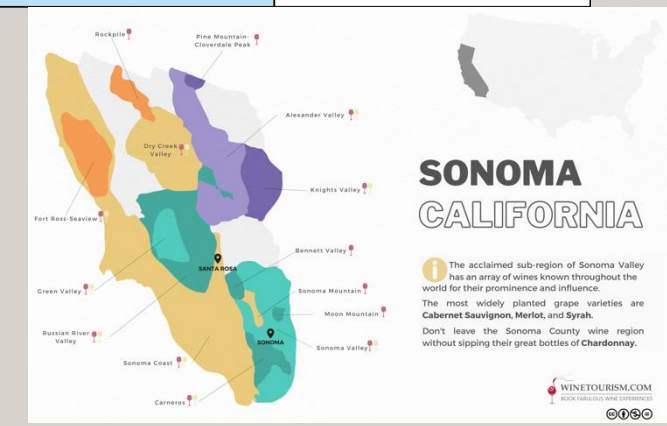
Vermentino - is the grape variety from Sardinia and Tuscany, Italy, high in acid, fruity, NOT SWEET.

Sauvignon Blanc - is the grape variety from France and all over the world, very high in acid

Chardonnay - is the grape variety from France and all over the world, medium acid, buttery

Pinot Grigio/Pinot Gris - these are the same grape but different names from Italy and France, medium-high acid, lemony, light in body.

Riesling - another grape variety from Germany, Austria and France and grown all over the world. Very high acid, some sweetness



Red Wines

Allegrini La Grola - Italian red blend from Veneto - grape variety is CORVINA - softer tannins, juicy red fruit. Mostly only Italy

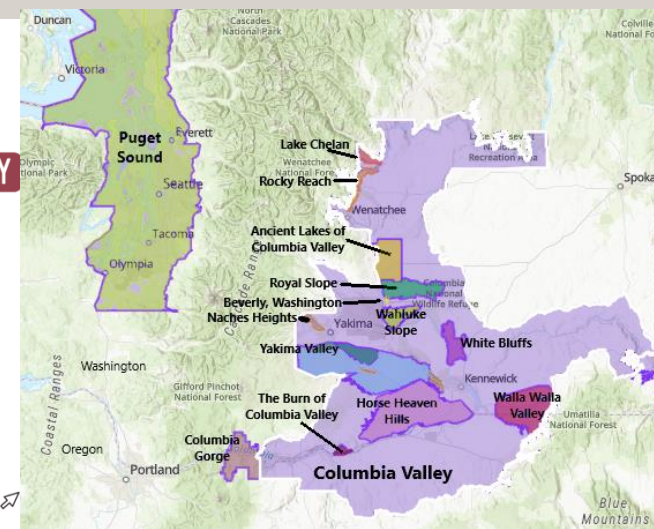
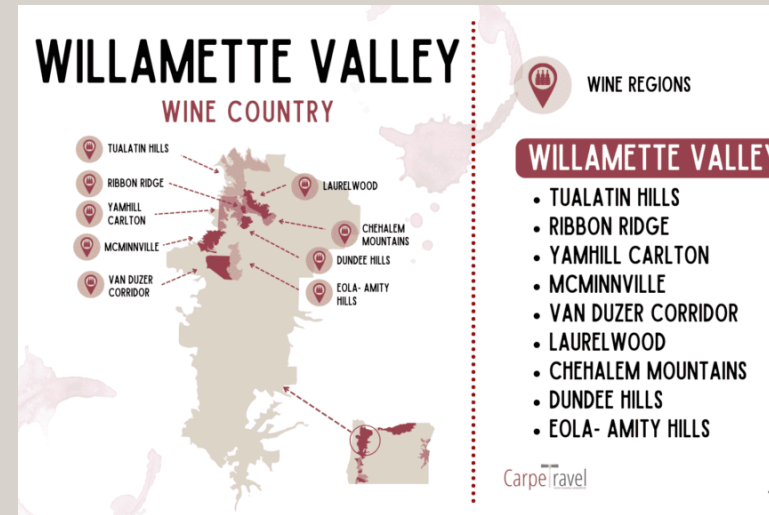
Pinot Noir - a grape variety from France, grows all over, especially Oregon, softer tannins, juicy red fruit.

Cabernet Sauvignon - a grape variety from France, big body, bold and firm tannins, mouth drying. Grows everywhere, especially in Washington and California.

Merlot - a grape variety from France, usually blended with Cab.Sauv. But on its own - juicy, medium body, red and black fruit. Grows everywhere.

Malbec - a grape variety from France, and now very well known in Argentina. Big, bold, rich with tannins

Chianti Classico - the name of the region in Tuscany and mostly SANGIOVESE - grape variety. High in acid, some mouth drying tannins, delicious with your food!



If the Food is...

SWEET

Desserts

UMAMI

Savory: Chicken and Veal
Marsala Mushrooms, Soy
sauce

SALTY

Clams, Scallops, Scampi,
potato chips

ACIDIC

Lemony sauces, Chicken
and Veal Piccata

Wine seems...

more drying and bitter, more acidic

less sweet and fruity

more drying and bitter, more acidic

less sweet and fruity

Pair w/sweet or fruity wines, fruity beers like seasonal ales or
sweet drinks. **RIESLING, BUBBLES, DESSERT WINES**

less drying and bitter, less acidic

more fruity, more body

less drying and bitter, less acidic

more sweet and fruity

Pair with dry, acidic wines like
VERMENTINO, SAUVIGNON BLANC, acidic lagers, citrusy cocktails

Menu Knowledge

If you don't know, you cannot talk about the food.

Menu options

It's a huge selection - Ask Questions

Have a selection of your personal favorites ready to recommend in all categories.

Ask your managers about any preparations that you don't understand.

Remind the guest that 13 Coins entrees are made "À la minute" - takes time but worth it.

Recommend some options for starters that are quick to come out of the kitchen.

CHECK BACK FREQUENTLY - CAN MEAN JUST A GLANCE

Know proteins and sauces:

Veal: baby cow - lighter meat, tender, more delicate than beef, lower in fat. Depending on the sauce can be richer with **UMAMI - PINOT NOIR, LA GROLA, CHIANTI CLASSICO, CHARDONNAY**

Chicken - tender and usually breast only served for entrees, low in fat. Depending on the sauce can be richer with **UMAMI - CHARDONNAY, PINOT NOIR, LA GROLA**

Shrimp, Scallops and Salmon or White Fish: higher in salt content naturally, meaty but delicate. **ACID/SALT VERMENTINO, SAUV.BLANC, CHARDONNAY, PINOT GRIGIO**

Sauces

Marsala: rich, savory and slightly sweet, **UMAMI**

Piccata: usually with sharp acidity and briny finish, capers add salty notes **ACID/SALT VERMENTINO, SAUV.BLANC, CHARDONNAY, PINOT GRIGIO**

Parmigiana: rich, thick, heavy and creamy (13 Coins) breaded protein adds weight, blanketed with cheese. **COMPLEX - CHIANTI CLASSICO IS BEST!**

Scampi: Lemon-based with butter **ACID/SALT - VERMENTINO, SAUV.BLANC, PINOT GRIGIO**

Tomato based: rich with acid and sweetness **COMPLEX - CHIANTI CLASSICO, MERLOT, PINOT NOIR**

MOST POPULAR MENU ITEMS

Salads - Most are good with Pinot Noir/La

Grola/Chardonnay

French Onion Soup - Chardonnay/Pinot Noir

Pesto Clams - Vermentino/Sauv.BI./Pinot Grigio/Prosecco

**Fried Starters (calamari, artichoke hearts, chicken wings,
onion rings) Vermentino/Sauv.BI./Chardonnay/BEER**

Spicier Foods (Jalapeno Steak Bites, etc.) - Riesling/BEER

Prime Rib Dip / Reuben - Pinot Noir/La Grola/BEER

Club Sandwich - Chardonnay/Vermentino

ENTREES

Wagyu Burger -

Cab.Sauv/Merlot/Chianti Classico

NY Steak / Steak David-

Cab.Sauv/Merlot/Chianti Classico

Chicken Parmesan -

Chianti Classico/La Grola/Merlot

Chicken or Veal Marsala -

Pinot Noir/La Grola/Chianti Classico

Chicken or Veal Piccata -

**Vermentino/Sauv.BI./Chardonnay/Pi
not Noir/La Grola**

Chicken Fettuccine -

Vermentino/Sauv.BI./Chardonnay

Fettuccine Venetia -

Vermentino/Sauv.BI./Chardonnay



TIMING IS EVERYTHING!

- It is up to the server to pace the table service
- Read your guest or **ASK QUESTIONS** to determine their expectations (SeaTac/Pioneer Square especially)
- Anticipate guest needs with small gestures
- Slowing down orders/picking up the pace
 - **CHECK BACK - VERY IMPORTANT!**
- Clearing and wrapping to-go items
 - Did the guest enjoy their meal?
 - If there was a problem with the food, you **NEED** to immediately after serving it.

WHO DOESN'T LOVE DESSERT?

- Bring the cocktails and dessert menus - make it timely!
- Sometimes dessert means COCKTAILS!
 - Espresso martini, chocolate truffle martini, etc.
- Coffee/Tea Service - before dessert
- Assume that the guest will want dessert
- CHECK BACK!
- Delivering the check
 - Timing is important



BREAK TIME
please return in
10 minutes

Beverage Knowledge and Service

TIPS ON HOW TO HELP YOUR GUEST HAVE THE BEST BEVERAGE EXPERIENCE

Wine

Beer

Spirits

Cocktails and Zero Proof

Asking good questions

Offering upgrades to the guest

Acknowledging preferences

Understanding the language of food and beverages

Having more information about the menus = A satisfied customer

Wine

White grapes and wines - lightest to boldest

- Pinot Gris/Pinot Grigio (OR/Italy)
- Sauvignon Blanc (NZ/CA/WA/OR)
- Vermentino (Italy)
- Riesling (Germany/WA)
- Chardonnay (OR/CA/WA/Burgundy)

Sparkling wines

- Prosecco (Italy)
- **Sparkling wines of CA, WA, OR**
- Champagne (France)

Red grapes and wines - lightest to boldest

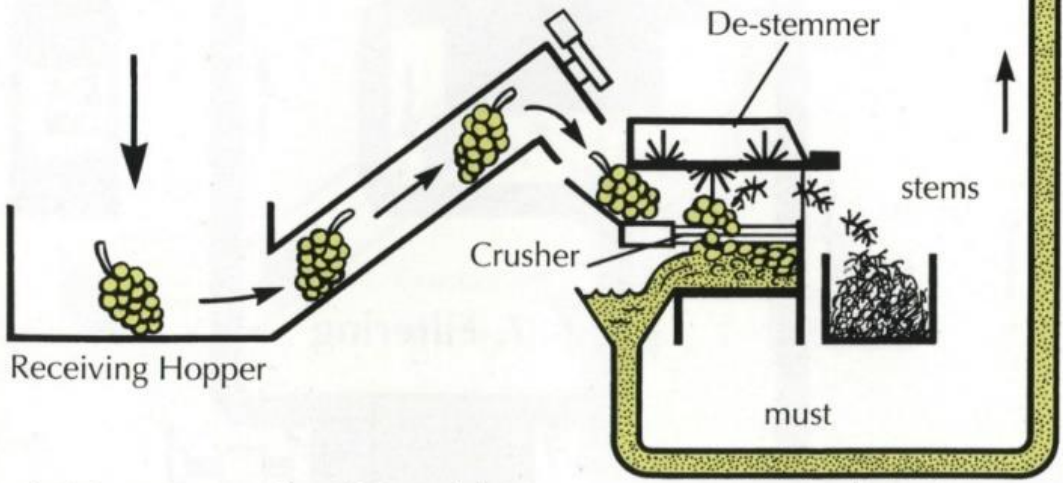
- Pinot Noir (CA/OR/Burgundy)
- Grenache (WA/Rhone)
- Merlot (WA/CA/Bordeaux)
- Zinfandel/Primitivo (CA/Puglia)
- Sangiovese (Chianti Classico, Brunello, Rosso)
- Malbec (WA/Argentina)
- Syrah (WA/Rhone)
- Cabernet Sauvignon (CA/WA/Bordeaux)

Rosé

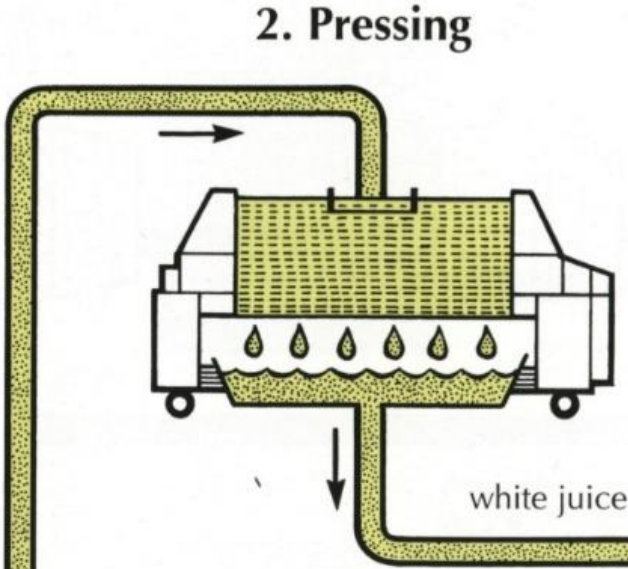
- Gris Blanc (Pinot Gris, Grenache)
- Expedition Rosé (mostly Grenache)



White Grapes



1. De-stemming/Crushing

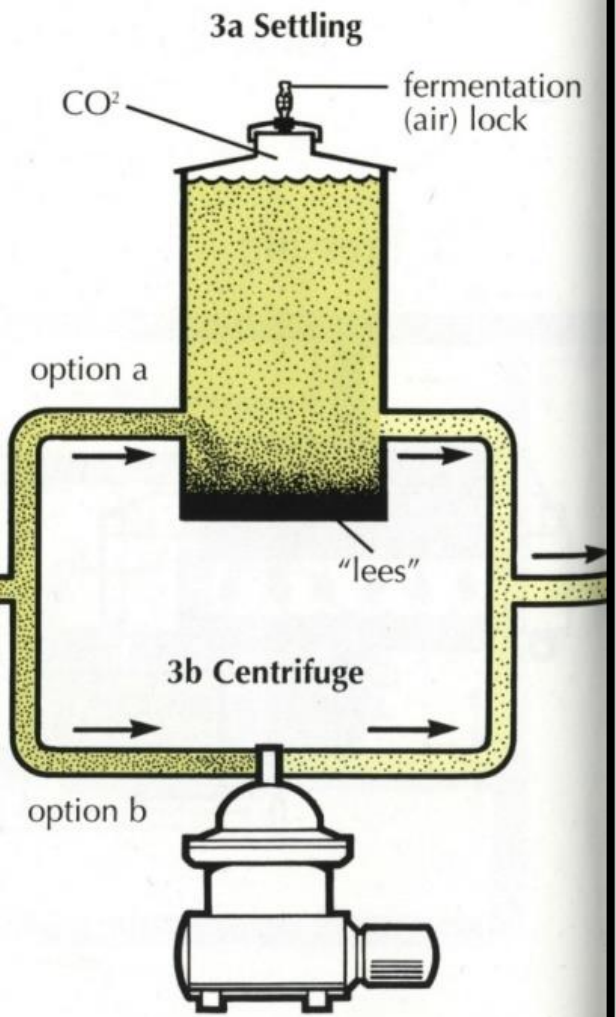


2. Pressing

white juice

3. Juice Clarification

two options



3a Settling

CO² fermentation (air) lock

option a

"lees"

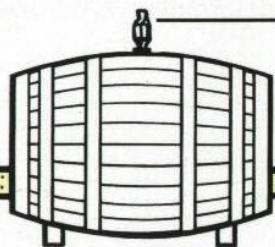
3b Centrifuge

option b

4. Primary Alcoholic Fermentation (yeast added)

(Malo-lactic fermentation is an additional option for certain white wines)

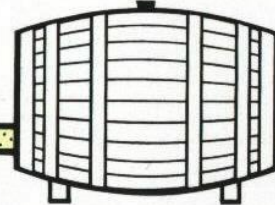
4a Barrel



fermentation (air) lock

5. Aging

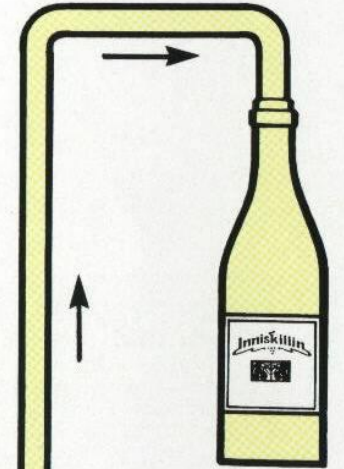
Barrel Aging



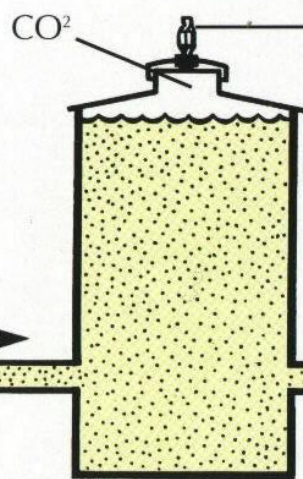
6. Fining/Clarification



8. Bottling



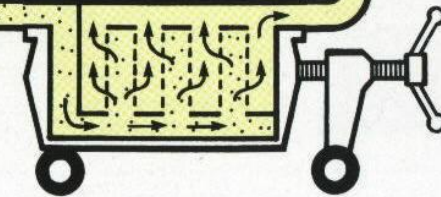
4b Tank



fermentation (air) lock

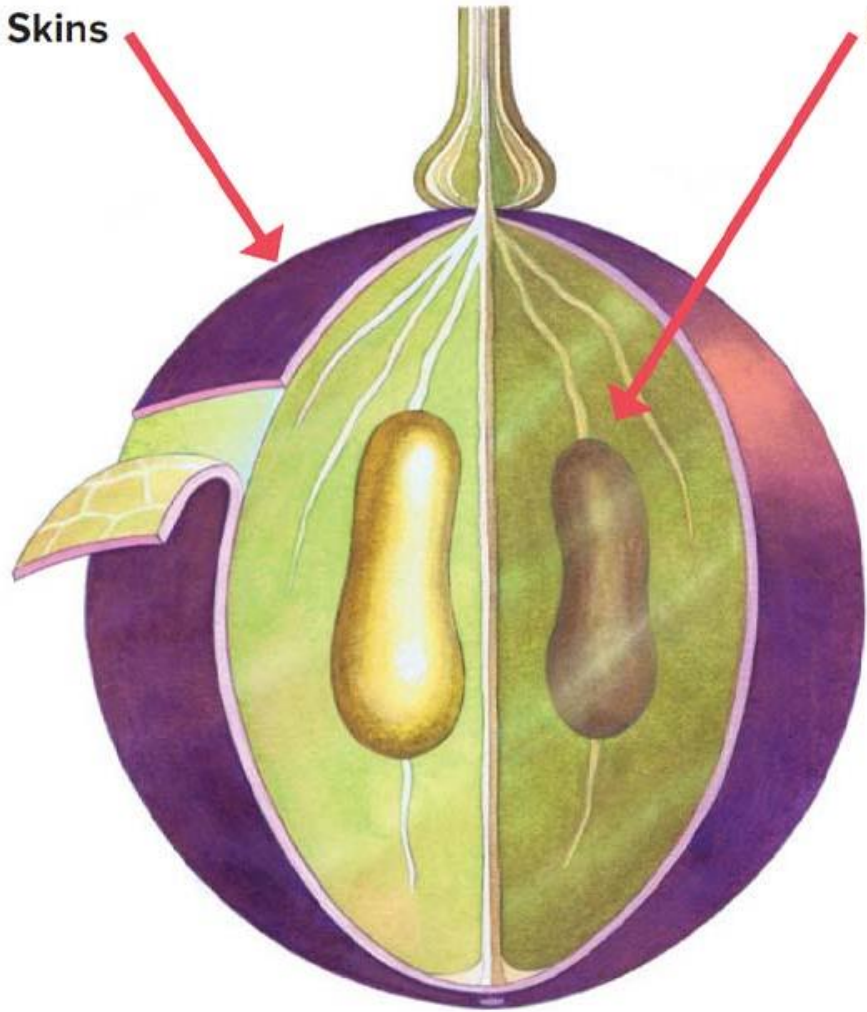
CO₂

7. Filtering



Grape Skins

Pulp

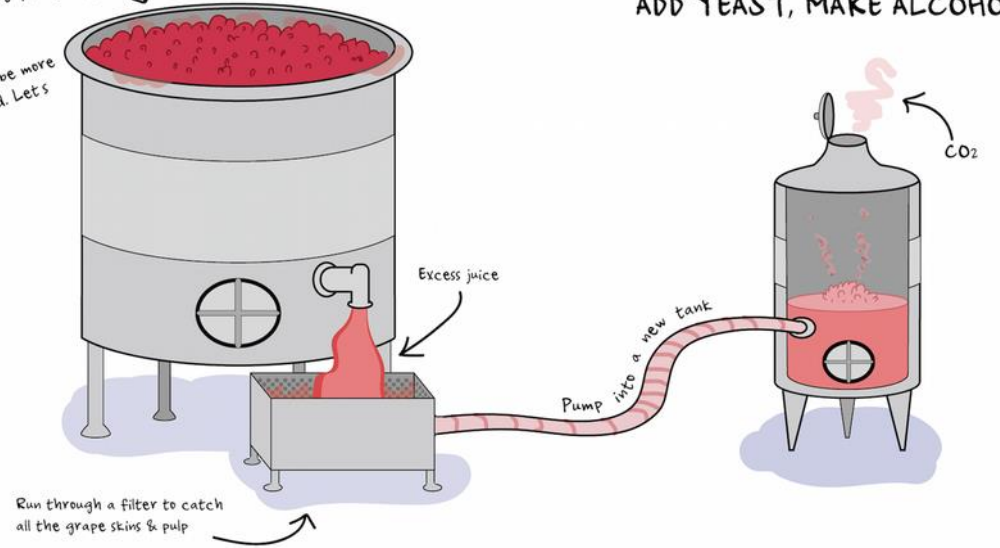


BLEED OFF THE JUICE

Making pinot noir

This needs to be more concentrated. Let's make rose!

ADD YEAST, MAKE ALCOHOL

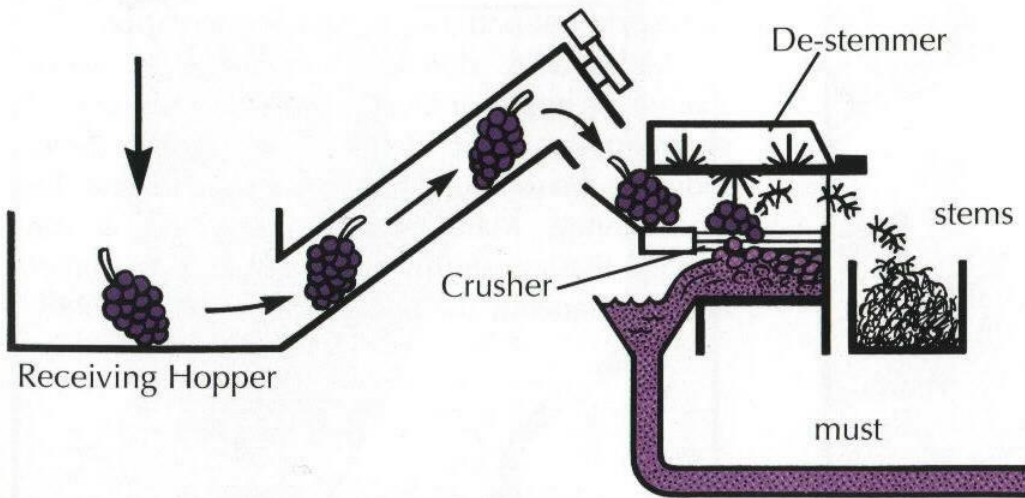


Run through a filter to catch all the grape skins & pulp

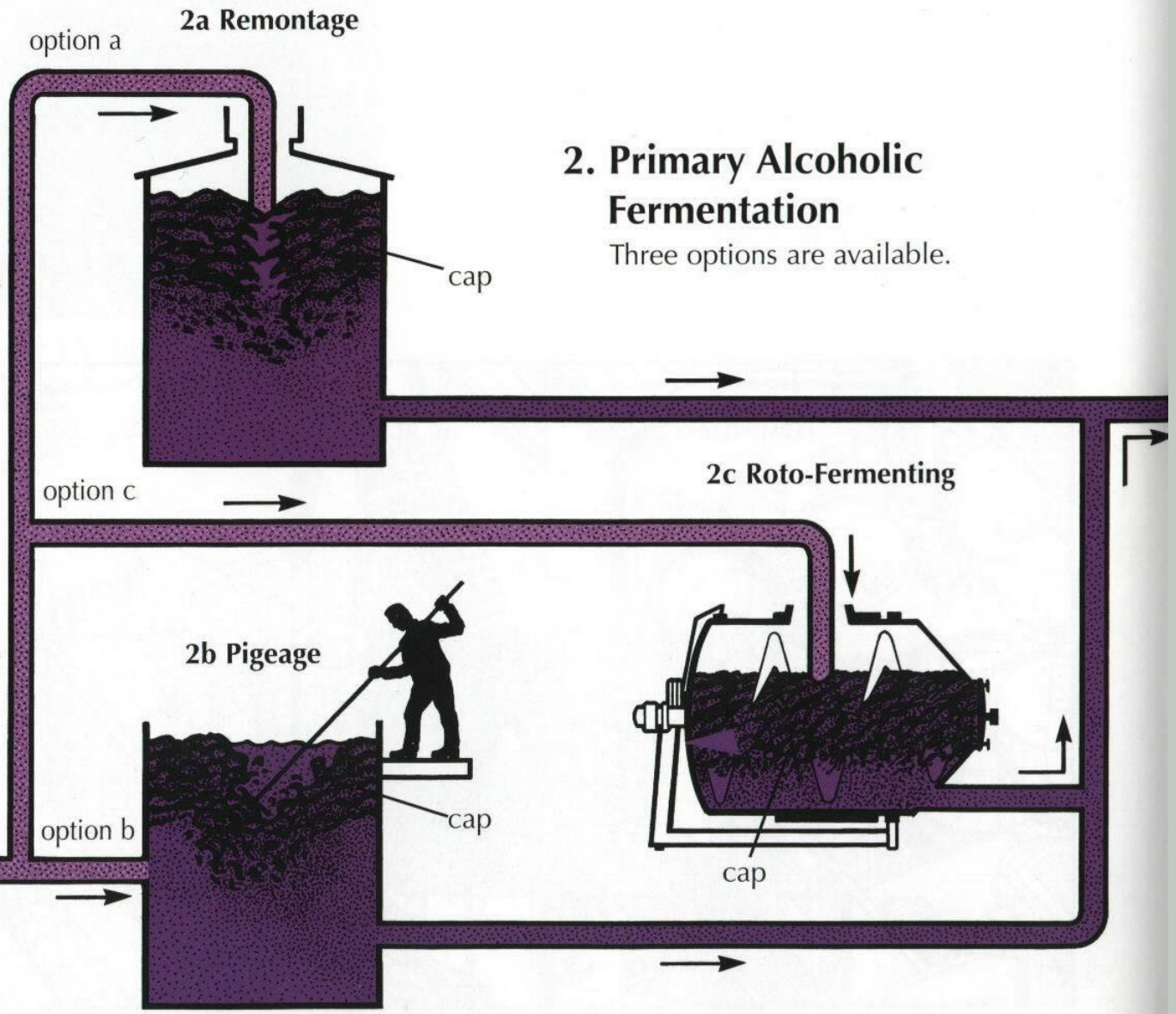
uproot



Red Grapes



1. De-stemming/Crushing



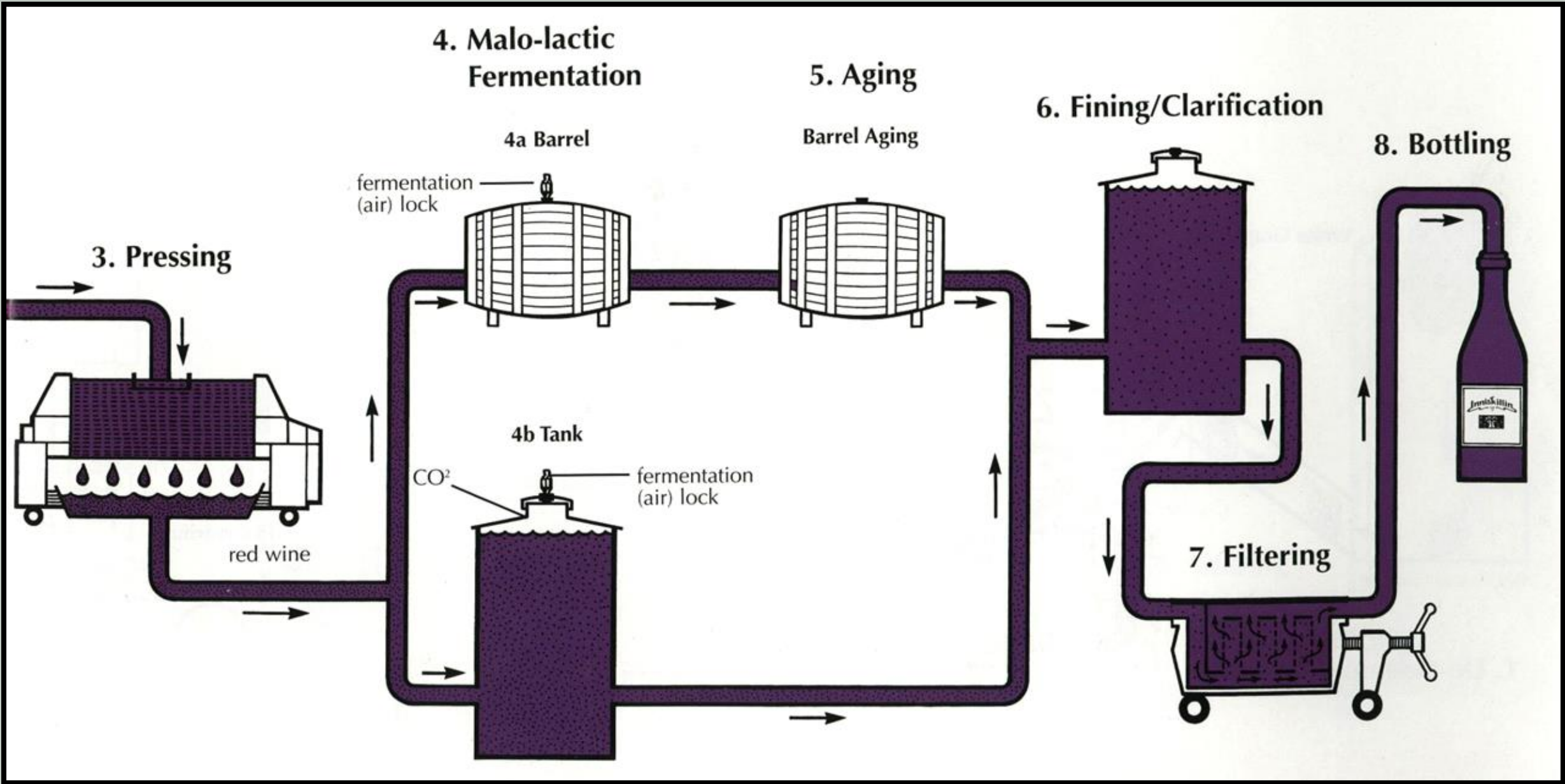
2. Primary Alcoholic Fermentation

Three options are available.

2a Remontage

2b Pigeage

2c Roto-Fermenting



Wine Service

Look at the steps outlined in your form

Sparkling Wine Service

Have a serviette and clean glassware with you
Set the bottle on a table

WITH YOUR THUMB ON TOP OF THE CAGE AND FOIL

Take off the foil _____

Twist off the cage - 6 half turns

Hold the bottle and turn it @ a 45-degree angle

Hold the cork steady as **you turn the bottle** -

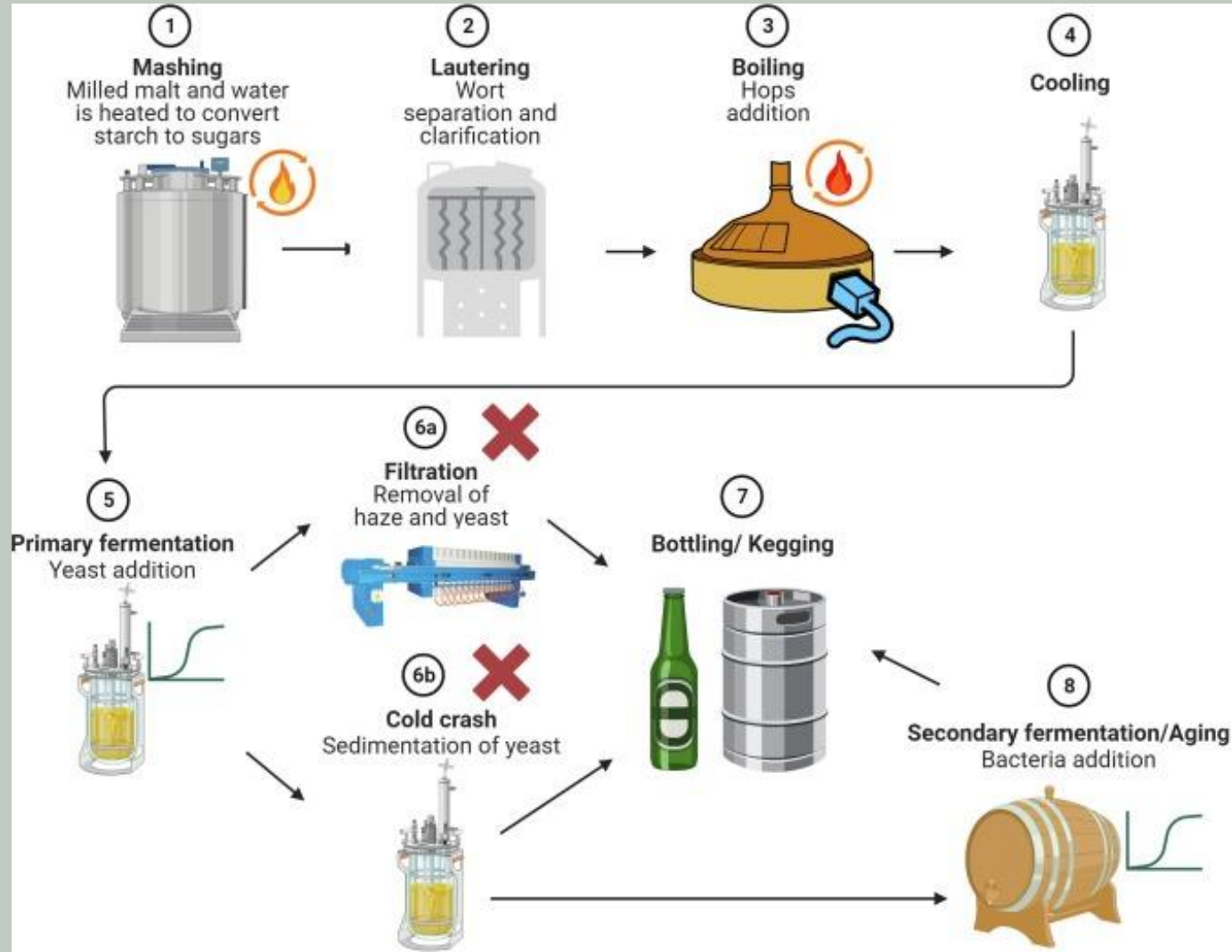
Keep the cork from flying off or making a loud noise.

Beer - Made from grains

Styles:

Lagers - bottom-fermented beers, lighter style, fresh citrus flavors, produced to pair with spicy foods, fried foods, salads, fish and poultry

Ales - top-fermented beers, both medium weight and rich in style, roasted malty flavors, produced to pair with richer meals, can also work with fried foods, beef, lamb and veal.



Spirits

Clear Spirits

Vodka - made from grains or potatoes, neutral in flavor, some are flavored

Gin - vodka with added botanicals

Tequila & Mezcal - made from agave, can be aged in barrels (amber colored)

Rum - made from sugar cane or molasses, can be aged (amber colored)

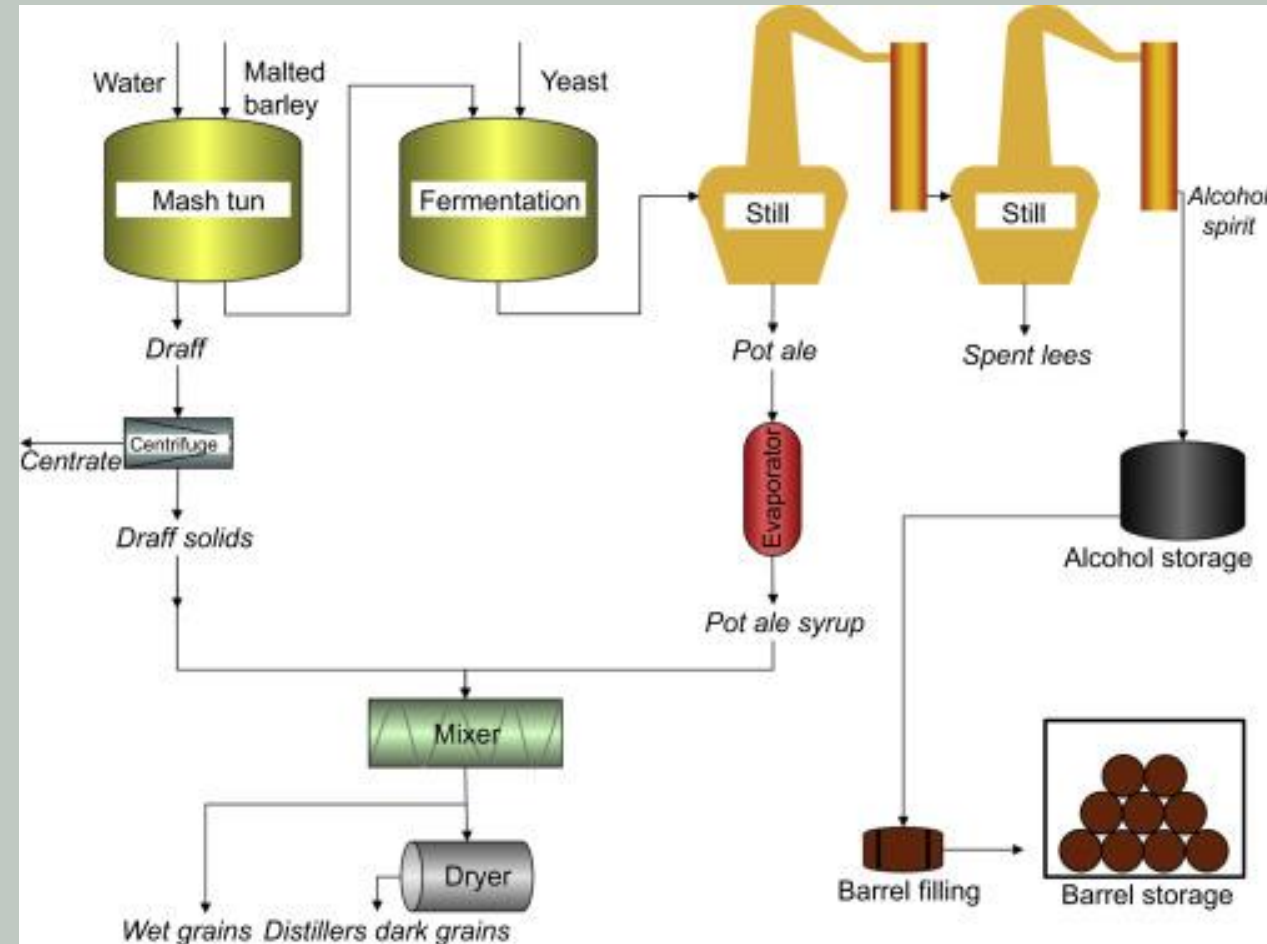
Brown Spirits

Whiskey - made from grains, aged in oak barrels that add flavors

Sub-categories: Bourbon, Scotch, Irish, Rye, and Canadian.

Brandy - made from grapes and aged in oak barrels that add flavors

Sub-categories: Cognac, and Armagnac



Spirits and Cocktail Service

Temperature is important to all cocktails and spirits

Up Cocktails: Martinis, Manhattans, Cosmopolitans, Lemon Drops, Margaritas, etc. that are served in an "UP" glass need to be served immediately after being poured.

Iced cocktails water down more quickly and change the flavors, serve as soon as possible.

Single shots of spirits: depending on the spirit, one or two cubes) helpful in toning down alcohol and diluting the high spirit.

Curating Recommendations UP - SELLING

We all have our favorites

- Listen to your guest - often they will ask you what brand of spirit is used for the drink - a cue to you!
- Ask your guest what preferences they have for a spirit, beer, wine, non-alc.
- Ask your guest if they have a favorite brand or beverage.
- Mention some seasonal options.
- *At the very least point out some favorites, or a list of spirits, beers and wines.*

WHAT TO DO IF THERE IS A PROBLEM

- Be kind and understanding, acknowledge the issue and take responsibility.
- Assure the guest that you are committed to fixing the issue.
 - If it is out of your hands, be sure to inform a manager immediately
- Food issue
 - This may mean that you need to return food to the kitchen, inform the managers
 - Have a menu ready in case the guest would prefer another item.
 - This is a good time to make recommendations and be aware of menu items that take longer so that you can inform your guest.
- Stay calm and confident
 - Bring something to help them overcome the issue, a glass of wine, a quick appetizer, soup or salad.
 - Make sure that your guests are happy with their new choice.
- Report the issue to your manager at the end of the shift
 - Don't worry about using up valuable time to explain it all when it's happening.
 - Try to provide good information and possibly feedback that can be helpful

SIGNS A RESTAURANT IS WORTH COMING BACK TO:

- 1. Pride in the Kitchen**
- 2. The Service Feels Human — Not Scripted**
- 3. There's More Than One Reason to Come Back**
- 4. Small Details Are Noted!**
- 5. Guests Leave Planning Your Next Visit**

Thank you!

**FOOD & WINE
EDUCATION**

**FOOD & WINE
EVENTS**

**WINE & FOOD
CRUISES**



**FOOD & WINE
TOURS ABROAD**

**WINE TOURS
LOCALLY**

**PERSONAL WINE
TASTING EVENTS**

REGGIE
W I N E