



Staff Checklist

Identifying faulty wine

Detecting faulty wine

- Check the bottle for damage or leaks before you present it to the customer. If there is leakage, do not serve.
- Examine the cork before opening the bottle. If it is mouldy under the capsule, wipe with a clean cloth after opening and serve in the usual manner
- After opening the bottle examine the end of the cork which has been in contact with the wine. If there are crystals on it, serve the wine as these are harmless. If the cork is very dry or crumbles you may have to get a new bottle
- Sniff the cork. If it smells musty, take the wine away for further investigation
- If the wine gives off a smell, such as chemicals, chlorine or drains, take it away and offer another bottle. If a red wine smells dank, or a white wine smells of sulphur, it is probably just the result of many years in the bottle. Leave the open bottle for several minutes. If the smell has not gone significantly, replace the bottle.

Discovering faulty wine

If you discover that the wine is faulty:

- Remove bottle, and glass if relevant
- Apologise and explain to the customer why you are taking the bottle away
- Replace the bottle with one of the same kind
- Present and serve in the usual way

If a customer discovers that the wine is faulty:

- Apologise
- Remove the bottle, and glass if relevant
- Explain that you will take it away to check
- Pour a little of the wine into a clean glass, smell and taste
- If you are sure the wine is faulty, push the cork back into the bottle and put to one side for your manager to deal with. Offer the customer a replacement bottle and/or glass, or a different wine altogether
- If you don't think the wine is faulty you could suggest a different wine as a replacement, or call your manager to explain that, for example, it is just a characteristic of the wine. Check with your manager what you should do.

