Standard Operating Procedures Manual

FLAGSHIP FIRST DINING
Service Standards

American Airlines
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FLAGSHIP Lounge  
Operational & Guest Experience Training Schedule  
Training location: FLAGSHIP LOUNGE, MIA

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<th>Delivery Method</th>
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<tr>
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<tr>
<td><strong>Week 1</strong></td>
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<td>Our service model</td>
<td>Day 1, 10/16/2017</td>
<td>Chantal Randolph</td>
<td>Verbal, group huddle</td>
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<td>Foundation of Standards (intro)</td>
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<td>Verbal (share the wow factor)</td>
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<td>Soar Service Values</td>
<td>Day 1, 10/16/2017</td>
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**Week 2**

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<th>Foundation of Standards (intro)</th>
<th>Day 6, 10/26/17</th>
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<td>Soar Service Values</td>
<td>Day 6, 10/26/17</td>
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<td>Soar values and what they mean. Interactive with role playing. ...How do I demonstrate these values?</td>
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<td>Rules of Service Training - Full tray, hot-cold buffet food and beverage service</td>
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<td>Verbal, group huddle</td>
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**Week 3**

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<td>Chantal Randolph</td>
<td>Soar values and what they mean. Interactive with role playing. ...How do I demonstrate these values?</td>
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<td>Beverage Service-Self Served Wine Table Training</td>
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<p>| Our service model               | Day 8, 10/30/17  | Chantal Randolph| Verbal, group huddle |
| Foundation of                   | Day 8,           | Chantal         | Verbal (share the wow factor ) |</p>
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<tr>
<td>Wine and Champagne class</td>
<td>Day 12, 13 11/14/17 (TBD)</td>
<td>Pamela</td>
<td>Cocktail and bar training</td>
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<td>PCS Event</td>
<td>11/14/2017</td>
<td>PM, and MIA Team</td>
<td>Food FFD Only, Live Event</td>
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<tr>
<td>Opening Day FL</td>
<td>11/21/2017</td>
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Our Service Values

American Airlines
Soar, *the height of service* speaks to the elevated service levels and activities we will demonstrate through FLAGSHIP Dining and FLAGSHIP Lounge environments. FLAGSHIP is the new path forward for first class and business class passengers. An experience reimagined, a total commitment ……

Our Service Values outline how we interact with each other and our guests every day. It identifies the steps needed to engage every interaction to create consistency as well as engage with each other and our guests.
Our AIM
American Airlines FLAGSHIP Dining will offer an unrivaled hospitality experience tailored to uniquely complement the lifestyle, work style and value expectations of our sophisticated American Airlines guests.

Our MOTTO
We are skilled professionals, empowered to provide exceptional guest experiences.

Our PROMISE
To every guest, every day: We are passionately committed to providing exceptional dining experiences inspired by fresh local ingredients and complemented by high-touch, enlightened hospitality and service.
Our Service Values

I am honored by the opportunity to “make my guest’s day”

- I am motivated to create “loyal for life” guests for Flagship Dining.
- I am driven to engage our guests, anticipate their needs and exceed their expectations.
- I am empowered to create unique, personal experiences for our guests.
- I am energized by creating transformational experiences, following formal, world-class rules, sequence and etiquette standards.
- I craft on-trend seasonal menu items, cooking only from scratch and using only fresh ingredients.
- I source regional products and am committed to eco-standards.
- I participate in a collaborative team environment to ensure that we meet every guest’s needs, while always supporting each other.
- I am responsible for immediate resolution of guest problems.
- I understand my role and am continually looking for ways to update and improve the American Airlines Flagship Dining experience.
- I am allowed to learn and grow professionally, while helping plan the work that directly affects me.
- I protect the privacy and security of my guests and colleagues, while guarding the company’s confidential assets, documents and information.
- I am responsible for maintaining the highest levels of cleanliness and for upholding a safe and accident-free environment.
Three Service Steps

Interactive
High energy, friendly and personalized greeting

Empowered
Listen and anticipate guests needs to delight and surprise with customized food and service

Invested
Offer a warm, sincere good-bye, using our guest’s name whenever possible
Rules of Service

American Airlines
General – Introduction

All staff will strictly follow table setting standards.

Flagship dining has three specific table-settings for breakfast, lunch and dinner.

Each member of the wait-staff team (waiter – busser) will be assigned to a specific group of tables, called a station, and each station generally will have a table, cart or area from which they supply linens, silver, glasses, and china (referred to in this document as a gueridon). This area will also have space to accommodate bread and butter, sugar, condiments, as well as vessels for still and sparkling waters and juice (for breakfast), jam-jelly selections (for breakfast)

Guests will never have to ask for china, silver, or linen. All additional items will be provided and delivered to the table in sequence – for flatware we will utilize a dinner plate, napkin fold, and silver selection inside.

Each table will be set appropriately before the guests are seated. The table setting will be perfectly arranged and appointed at each table – see diagrams in this manual.
Table Settings

All FLAGSHIP Dining restaurants will adhere to the graphic interpretation provided in this manual for each cover setting. The cover is the space, about the size of a placemat, on which the table setting for each guest will be placed. Our team will be trained to tell at a glance if table has been correctly set.

Generally speaking, the fork is to the left of the plate, knife and spoon to the right of the plate with the blade of the knife facing the plate. These utensils should be approximately one inch from the edge of the table.

The napkin fold is placed to the left of the fork, or placed on top of the charger, or large dinner plate, that is not used as an eating surface.

Napkin fold and location by meal period will be defined.
Lunch Cover

Dinner plate with napkin folded on top

Salt & pepper

White wine glass

Water glass

B&B plate

B&B knife

Salad fork

Entrée fork

Entrée knife

Salad knife

(all utensils placed 1 inch from table edge)
Dinner Cover

Charger and dinner plate with napkin folded on top (all utensils placed 1 inch from table edge)

Salt & pepper

B&B plate

B&B knife

Salad fork

Entrée fork

Entrée knife

Salad knife

White wine glass

Water glass
Rules of Service

- Pick up, unfold and place napkin in customers’ lap when napkin used on charger
- Serve all women, children and elderly first
- Serve all foods with LEFT hand from the LEFT
- Serve all beverages and soups with the RIGHT hand from the RIGHT
- Clear dirty dishes and glasses with the RIGHT hand from the RIGHT
- Clear side dishes from the RIGHT
- When replacing silver, carry clean dry silverware on an under liner, i.e., a clean, folded dinner napkin on a dinner plate
- Place forks to LEFT and spoons and knives to RIGHT of guest
- Reset silverware after each course
- Clear all plates only when everyone at the table is finished eating (unless guests request otherwise)
Rules of Service - continued

• Remove Charger after amuse-bouche finished (dinner only)

• When the Entrée course is completed, remove everything from the table except water glasses (salt & pepper must be removed after the entrée course). Refill water glasses to ¼ inch from the rim. If liquor or wine remain in the glasses after entrée is finished, DO NOT REMOVE unless you have the guest’s approval

• Handle all glasses by the stems. Never touch the rims or put hands inside glasses or cups. Handle plate by rim without placing fingers on top of plate

• Always place glasses and cups to guest’s RIGHT

• Handles of cups should always be positioned to the right in 4 o/clock position (same for teaspoon)

• Entrée courses should be placed with the entrée facing the customer and any side items or garnish on the plate facing the center of the table

• Side plates should be placed on the left of the entrée plate. Salad plate is placed on the same level as the entrée plate, moving the b/b plate to the side. Vegetable plates are placed above the entrée plate, slightly to the left
Rules of Service - continued

- Cake and pie desserts should be positioned with the point of the wedge facing the guest
- DO NOT interrupt conversations at the table. WAIT for a lull to approach
- When condiments or sauces are served with an item, explain what they are to the guest and serve from the LEFT
- Always place the necessary silverware on the table prior to the service of an item
- No one should go into the kitchen empty handed…it is everyone’s responsibility to maintain the appearance of the dining room by keeping stations, and side trays clear and clean
Job Descriptions

American Airlines
FLAGSHIP LOUNGE: Floor Captain

Job Description –

- Maintain Admirals Club & FLAGSHIP Lounge spaces to established and agreed upon standards of appointments and cleanliness. Maintain established and predetermined service and guest experience levels
- Ensure all food and beverage, menus, equipment and spaces are set to agreed and established standards
- Oversee and coordinate employee shift schedules
- Oversee pre-meal meetings and huddles
- Provide comprehensive floor presence and supervision
- Maintain and enforce established and pre-determined service and guest experience levels
- Conducting weekly inventory
- Ordering liquor, beer, wine, and food
- Receiving all purchases
- Ensure Club and/or Lounge, as applicable, is staffed correctly
- Reviewing consistency of product
- Supporting bar staff when needed
- Controlling and enforcing all cash handling procedures
- Payroll Controlling overtime
- Ensure that employees are in correct uniform and are following health regulations
- Communicating with American's managers
- Controlling cost of sales and labor
- Collaborate in the hiring and discipline of staff
- Ensuring a positive guest experience for all customers
Job Description – FLAGSHIP LOUNGE Floor Attendant

Job Description –
• Maintain FLAGSHIP Lounge spaces to established and agreed upon standards of appointments and cleanliness. Maintain established and predetermined service and guest experience levels. To engage in the marketing and serving of food & beverages in the Club and/or Lounge, as applicable; serving complimentary beverages and snacks to guests.

• Ensure all food and beverages are set to agreed and established standards
• Provide comprehensive floor presence
• Set up and maintain Hot & Cold buffet to agreed, predetermined standards
• Respond to the food and beverage needs of guests
• Use tray for all guest service
• Follow all established rules and sequence of service and dining etiquette standards
• Maintain established and pre-determined standards, service and guest experience levels
• Maintain all coffee service and beverage services
• Ensuring a positive guest experience for all customers
Job Description – Utility

Job Description –

• The Utility Worker is responsible for maintaining kitchen work areas, equipment and utensils. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business necessities and client requirements.
• Washes dishes by hand or places them in a dishwashing machine.
• Washes work tables, walls, refrigerators and meat blocks.
• Sweeps, mops, cleans and vacuums floors.
• Removes trash and garbage to designated areas.
• Transfers supplies and equipment within and between storage and work areas such as pantry and dish room.
• Cleans equipment using specific chemicals to ensure sanitary standards.
• Polishes silver.
• May wash pots.
• Attends all allergy and foodborne illness in-service training.
• Complies with all Sodexo HACCP policies and procedures.
• Reports all accidents and injuries in a timely manner.
• Complies with all company safety and risk management policies and procedures.
• Participates in regular safety meetings, safety training and hazard assessments.
• Attends training programs (classroom and virtual) as designated.
• May perform other duties and responsibilities as assigned.
Job Description – FLAGSHIP Waiter

Summary:
• Ensures that all guests have a first-class, outstanding and technically correct dining experience. Following all direction given by Manager & Host. Provides service and attention, following the established FLAGSHIP Dining rules and sequence of service. This individual must complete opening and closing duties/checklists in a timely and efficient fashion. This individual must follow all FLAGSHIP Dining standards, policies and procedures.

Duties:
• Greet customers and seat them following Manager, Host direction
• Relay food and beverage orders to the kitchen staff
• Serve food according to established rules and sequence of service and under direction and supervision
• Maintain table appointments following rules of service, placing and removing items per agreed protocols
• Remove items per standard
• Place items per standard
• Clean and set up tables, dining areas and side, gueridon stations per established standards
Job Description – FLAGSHIP LOUNGE
Culinary 1

Job Description –

• Entry level cook, working within AC and FL kitchens. Assists with all food preparation. Will accurately and efficiently prepare, portion, cook, and present a variety of hot and/or cold food items for various meal periods: to include Breakfast, Lunch, Dinner, and Special/Catered Events. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business necessities and client requirements.

• Prepares and cooks to order foods that may require short preparation time.

• May prepare food and serve customers at an a la carte and may operate a grill station.

• Prepares food in accordance with current applicable federal, state and corporate standards, guidelines and regulations to ensure high-quality food service is provided.

• Reads food order or receives verbal instructions on food required by patron, and prepares and cooks food according to instructions.

• Provides the highest quality of service to customers at all times.
Job Description – FLAGSHIP LOUNGE
Culinary 1

Job Description –

• Follows basic recipes and/or product directions for preparing, seasoning, cooking, tasting, carving and serving soups, meats, vegetables, desserts and other foodstuffs for consumption in eating establishments.

• Prepares foods under direct supervision or instruction by operating a variety of kitchen equipment to measure and mix ingredients, washing, peeling, cutting and shredding fruits and vegetables, and trimming and cutting meat, poultry or fish for culinary use.

• Tastes products, reads menus, estimates food requirements, checks production, and keeps records in order to accurately plan production requirements and requisition supplies and equipment.

• May clean and sanitize work stations and equipment and must follow all Sodexo, client and regulatory rules and procedures.

• Attends all allergy and foodborne illness in-service training.

• Complies with all Sodexo HACCP policies and procedures.

• Reports all accidents and injuries in a timely manner.
Job Description – FLAGSHIP LOUNGE Culinary 1 (Continued)

Job Description –

- Complies with all Sodexo HACCP policies and procedures.
- Reports all accidents and injuries in a timely manner.
- Complies with all company safety and risk management policies and procedures.
- Participates in regular safety meetings, safety training and hazard assessments.
- Attends training programs (classroom and virtual) as designated.
- May receive inventory, move and lift foodstuffs and supplies and prepare meal customers
Job Description – FLAGSHIP LOUNGE
Culinary 2

Job Description -

• Main cook, operating independently, working within FL and FD environment. Will accurately and efficiently prepare, portion, cook, and present a variety of hot and/or cold food items for various meal periods: to include Breakfast, Lunch, Dinner and Special/Catered Events. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business necessities and client requirements.

  • Prepares and cooks to order foods requiring short and broader preparation time.
  • May produce food and serve customers at an a la carte or may operate a grill station.
  • Prepares food in accordance with current applicable federal, state and corporate standards, guidelines and regulations to ensure high-quality food service is provided.
  • Reads food order or receives verbal instructions on food required by patron, and prepares and cooks food according to instructions.
  • Provides the highest quality of service to customers at all times.
  • Follows basic recipes and/or product directions for preparing, seasoning, cooking, tasting, carving and serving soups, meats, vegetables, desserts and other foodstuffs for consumption in eating establishments.
Job Description - FLAGSHIP LOUNGE
Culinary 2 (Continued)

• Prepares foods by operating a variety of kitchen equipment to measure and mix ingredients, washing, peeling, cutting and shredding fruits and vegetables, and trimming and cutting meat, poultry or fish for culinary use.
• Tastes products, reads menus, estimates food requirements, checks production, and keeps records in order to accurately plan production requirements and requisition supplies and equipment.
• May clean and sanitize work stations and equipment and must follow all Sodexo, client and regulatory rules and procedures.
• Attends all allergy and foodborne illness in-service training.
• Complies with all Sodexo HACCP policies and procedures.
• Reports all accidents and injuries in a timely manner.
• Complies with all company safety and risk management policies and procedures.
• Participates in regular safety meetings, safety training and hazard assessments.
Key Responsibilities – Host

- FLAGSHIP Host monitors all reception podium and guest greeting, guest special request, guest flight schedule details and reminders
- Host handles all seating assignments and activities
- FLAGSHIP Host distributes menus to guests and wine list to host (host distributes at breakfast / lunch / dinner)
- FLAGSHIP Host approaches table and provides all flight and scheduling reminders
- FLAGSHIP Host bids all guests goodbye, checking on satisfaction and wishing guests safe trip and travel
- Ensure number of chairs and table place settings to specification prior to guest arrival
- Assist guests being seated
- FLAGSHIP Host maintains all guest history details, comments and follow-up requests
# Flagship First Dining Host Log Book Sample

## FLAGSHIP FIRST DINING GUEST LOG BOOK

<table>
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<tr>
<th>Addition To The Guests</th>
<th>Total Number of Guests Per Reservation</th>
<th>Flight Number</th>
<th>Departure Time</th>
<th>Did The Guests Have Luggage</th>
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<tr>
<td><strong>example</strong>: John Smith</td>
<td>2</td>
<td>AA3253</td>
<td>11:30am</td>
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- **4:00am**
- **5:00AM**
- **6:00AM**
- **6:30AM**

**Total Number Of Guests**: ________
Key Responsibilities – Waiter

- Guests greeted and seated upon arrival, assisting host
- Approach guest to take cocktail order
- Approach bar, call drink order, present order to bartender
- Serves cocktails
- Verbalize specials to all guests
- Points out signature menu item details and answers all ingredient, nutrition, cooking method etc. guest questions
- Take food order
- Wines suggested, wine pairings and wine order taken
- Provides, verifies order to chef / kitchen
- Wine opened and served
- Places necessary silverware on table
- Picks up food from kitchen
- Serves food brought out from kitchen by busser
- Customer satisfaction is checked following Entrée service
- Approaches table for additional drinks and/or wine pour
- Places necessary silverware for cheese and/or dessert
Key Responsibilities – Waiter

- Presents dessert menu, takes cheese and/or dessert order
- Place, reset silverware for dessert, cheese service
- Serves cheese and/or dessert order
- Places thank you note and chocolate in front of host, signaling the end of service and conclusion of the meal
- Thanks guests upon departure
Key Responsibilities – Busser

- Helps to set and reset all tables per specification
- Maintains clean work area
- Maintains iced water, butter, bread selection mise-en-place
- Maintains china, silverware, condiment and linen integrity
- Serves water once guests seated
- Serves bread and butter per specification
- Clears Appetizers
- Clears Entrees
- Removes salt, pepper and condiments once Entrée plates are removed
- De-crums table
- Serves coffee, including sugar, cream, petit-fours
- Clears and resets table following guest departure
Uniforms

American Airlines
FLAGSHIP Lounge, Wait Staff
Flagship First Dining Uniform
(Waiter, Busser, Bartender)

Shirt is closed to the top button and bow tie adjusted for comfort
FLAGSHIP – Host & Management
FLAGSHIP – Host & Management
Opening & Closing Side Work

American Airlines
Opening & Closing Duties – Host

- FLAGSHIP FIRST DINING HOST collects the projected schedule of qualified guests from the American Airlines front desk
- Host adds names to guest log books and pre-assigns them to tables for the entire day
- Host shares that information with kitchen supervisor or Executive Chef
- Host draws seating plan for the dining waiters in sections, and shares that with waiters, bussers, and later the PM Host
- Host prepares menus boards so they have clean and pressed menus at the podium are free of any debris
- Host folds black napkins folds, and leaves 20 folded napkin on the bottom shelf of the podium
- Host collects bread and butter plates for chocolates and cleans and sets them aside for the airplane chocolates.
Opening & Closing Duties – Host

- Host collects bread and butter plates for chocolates and cleans and sets them aside for the airplane chocolates.
- Host removes any finger prints from the front glass door that may have remained
- Host does final walk through to ensure dining room is ready before opening the glass doors
- Host opens doors and ensures they are unlocked for service
- Host notifies the kitchen the dining room is open
Opening & Closing Duties – Waiter

Opening:

- Ensure gueridon and side stands are correctly stocked and set-up
- Post list of side work and supervise execution
- Supervise complete restaurant table setup to specification
- Inspect all tables
- Maintain all menus
- Fill and stock tea humidors
- Stock all condiments, fill, wipe, polish
- Supervise cleaning and appointment of pantry and station work areas
- Requisition and stock all linen and side towels

Closing:

- Supervise breakdown of restaurant, cleaning of all work stations
- Re set all gueridon and side stations
Opening & Closing Duties – Busser

Opening:
- Pick up and stock all china, glasses, silver and linen
- Prepare station-gueridon to include: silver trays, coffee cups and saucers, all condiments, all silverware, steak knives, all other specified service items
- Prepare butter in china dish per specification – refrigerate
- Prepare water
- Clean, organize pantry area
- Shine, polish all silver and plates and chargers by hand
- Fill salt & pepper shakers, fill sugar bowls to specification
- Prepare extra place settings per specification
- Maintain bread and bread warmer station
- Ensure coffee service, salt-pepper, condiments stocked and to specification
- Clean, polish coffee cups, espresso cups
- Keep all floor areas clean and free from debris throughout service

Closing:
- Clear all tables after dinner service is completed
- Clear and clean pantry area and station-gueridon area
Sequence of Service
Tray Service Work Shop:

- Pick up the tray using both hands. Slide the supporting hand under the tray. Rest the tray on your fingertips with your wrist on an angle if it’s light enough to carry with just your hand. Support a heavier tray on your palm and forearm with your wrist straight and your fingers and thumb extended.

- Load the tray make sure that drinks or cups are not touching each other, when you lean on the tray the beverages are more than likely to fall over when making contact with your body.

- If your table has more glasses than you can carry absolutely necessary, ask for a colleague or floor captain to help you before you place the order in the system, and alert them when your beverage order is ready.

- Carry a tray that has no more than eight glasses or bottles on it with your forearm and hand. Carry a tray with fewer than eight bottles and glasses on it with your wrist and hand. Carry less if you are unable to comfortably hold eight. If you are bussing plated no more than 15 at a time in stacks of five.
Tray Service Work Shop:

- Use your fingertips while traveling, then shift to your palm and hold around abdomen level as you remove the drinks to support you back and body to keep your
- Reaching to set the drink down on the table, re-position the drinks on the tray to keep it evenly balanced before you go for you attempt to serve. Don't be afraid to hand a drink directly to the guest as opposed to making a long risky reaches to the table. A simple "May I hand this to you?"
- Know exactly where the wet floor sign, broom, dust pan, and towels are located so if you do drop a tray you can swiftly clean it up, and avoid frantically searching.
- If you spill on a guest apologize and bring them a towels and/or napkins. Let a manager or a floor captain know.
- Keep the tray within 12-centimeters of your body; Hold the tray within the torso region of your body between your belly button and breast bone. Never hold a tray at or above your shoulders.
- Relax your shoulder at a natural angle. Never stretch your shoulder away from your body. The tray should remain horizontal at all times to prevent glasses, cups or plates from sliding around your tray
Steps of Service

- Host greets and seats guests
- Waiter unfolds and places napkin in customer lap – dinner only
- Host presents menus and wine, cocktail lists to host
- Waiter presents checks for beverage order
- Busser serves chilled water
- Waiter obtains cocktail order from bar
- Waiter serves cocktails
- Busser serves bread and butter specification
- Waiter takes order
- Waiter ensures table is set with correct silverware, soup, fish, steak etc.
- Waiter obtains and serves appetizer
- Waiter opens in front of guest and serves wine ordered
- Busser removes appetizers when guest is finished
- Waiter double checks silverware setting is correct by guest for entrée service
- Waiter or Busser obtains entrée, waiter serves
- Waiter checks customer satisfaction and refills wine
- Busser checks and refills water
Keep your strong arm at a ninety degree angle, holding your elbow close to your body.

Hold your hand flat under the tray to support the weight of the tray and items.

Place your other arm behind you at your lower back when carrying a heavy load.

Keep your legs hip distance apart when standing still to support your core.
Sequence of Service – All Day Dining

- Any necessary changes in table settings are made before guests arrive at the table and by advance instruction from the host (correct number of chairs and place settings, table configuration)
- Add additional chairs and place settings prior to guest arrival
- Guests are welcomed and seated, chairs being pulled (for ladies first) by host and waiter
- Napkins placed in customer lap when charger used
- Menus are distributed, in addition to wine list by host
- Cocktail order is taken by waiter
- Cocktails are served by waiter
- Bread and butter specification is served by busser
- NOTE: at lunch, bread and butter service can occur earlier i.e., after cocktail is served
- Specials are presented verbally by waiter
- Food order is taken, wine is suggested
- Additional beverage, wine order asked for and served
- Necessary silver is placed on table (i.e., soup spoons, fish knives, etc.)
Sequence of Service – All Day Dining, continued

- Cheese course served by waiter
- Menus are presented for dessert and suggestions offered by waiter
- Dessert, coffee order is taken
- Correct silver for dessert is placed on table by busser
- Dessert and coffee is served
- Dessert plates are cleared only when all guests have finished
- Coffee is checked at least once by busser
- After dinner drinks are suggested by waiter
- Thank you note and chocolate placed in front of host signaling the conclusion of meal service
- VERY IMPORTANT – Guests are thanked by waiter say goodbye as guests are leaving
- NOTE: Unless instructed otherwise by guests, water glasses and coffee cups are not to be removed from the table until after guests depart
- DO NOT REMOVE SHOW PLATE, CHARGER until amuse bouche is finished
Sequence of Service – All Day Dining, continued

- Silverware necessary for entrees is checked at this time
- White wine is served in the correct glass before any food is served at the table (should only red wine be ordered the same will apply, red wine glass brought and added to table)
- Appetizers are served
- Appetizers are cleared once all guests have finished by waiter or busser
- Silver is checked once again for the entrees
- Additional wine selections served
- Entrees, salads and side dishes are served
- Waiter checks on wine and quality of food once all items placed on the table
- Once all guests have finished the entrée the table is cleared including salt and pepper and condiments by busser
- Table is crumbed using b/b plate and folder napkin by busser
- Cheese, dessert and coffee course offered by waiter
Steps of Service, continued

- Waiter removes entrée dishes
- Waiter takes cheese and serves cheese order
- Waiter takes and serves dessert order
- Busser takes and serves coffee order
- Waiter takes and serves after dinner drinks order
- Thank you card and chocolate placed in front of host by waiter signaling the conclusion of meal service
- Waiter checks on guest satisfaction and wishes guests a good day
- Busser clears and resets table following guests departure
Interacting with the Guest

• When passing a guest, it is polite to tip your head slightly forward and murmur a salutation. Examples: “Good Morning, “Good Afternoon, Good Evening”.

• If you find yourselves in a narrow passage way move your body so it is out of the guests way allowing them to move past you first.

• Flatten your back to the wall, allowing them to pass your front. Should you have a cart of some kind, move that with you so you create space for them to pass you with or without their luggage.

• Should they inquire about your day, respond warmly. Appropriate examples are, “I am well, and how are you?”, ‘Great and you?”.

• It is inappropriate to go into lengthy discussion about your personal life or of the club business.

• Should the guest be leaving the lounge or dining room, thank them for their visit in a low modulate tone so as to not disturb other guests.
Bottled Water & Sequence of Service

**Required:**
Chilled bottle of still or sparkling water, cap off
Clean glasses at the table without water marks
Lemon or lime wedges in a bread and butter plate, small fork

**Service:**
Bring the requested lemon or limes and place to the right of the guest with the small fork on a bread and butter plate. Have your napkin loosely in your hand to catch any drops as your pour.
Pour the water with the mouth of the bottle in the center of the glass and low enough so there are not errant drops on the table
Twist the bottle to the right to catch on drops of water
Leave the bottle in the center of the table for the guests to serve themselves.

See Attached Video:
Hold your hand steady over the bottle as you pour.

Close enough to the lip, but not resting on the glass.
Bread & Butter Sequence of Service

**Required:**

- Ensure bread is set in bread warmer (four pieces of each assortment).
- Set-up thirty butter ramekins prior to service in the walk-in refrigerator (dated and labeled).
- Each table setting should have a B&B plate set to the left of the guest, with a butter knife on the right side of the plate.
- Replenish bread warmer as needed to keep the par (four pieces of each assortment).
- Remove butter from the walk-in refrigerator, in order to stay at room temperature.
- Add Merlot sea salt.

**Service:**

- The bus person will approach the table after water service.
- From the left of the guest, the bus person will approach with the appropriate bread presentation.
- The appropriate presentation will include: one bread basket with a white napkin folded inside, and one butter ramekin set on the long gray rectangular serving plate with a tong (photographed below).
Bread & Butter Sequence of Service

Service (Continued):
- The bus person will present the bread basket to the guest, allowing them to pick which offering they would prefer, and use the tong to place the bread on the B&B plate.
- The bus person will leave the butter ramekin on the table and return remaining bread to the bread warmer.
- After the appetizer is cleared, and before the main course is served, the bus person will return to the table to offer a replenishment of bread.
- The bread and butter plate is removed after main course, signaling the end of bread service.
To serve the guest from the right side. Leave the butter on the table for the guest to enjoy.
Fresh Brewed Coffee & Sequence of Service

**Required:**
Stainless steel coffee urn clean and filled with fresh regular and coffee and decaffeinated coffee

Cup, saucer and spoon to specification
Sugar bowl, with white sugar cubes, sugar tongs, sugar caddy to include artificial sweeteners
Chilled creamer with cream, have the same creamer filled with 2% milk upon request in a cooler.

**Service:**
Place these items in agreed position per diagram provided, to the right of the guests remove coffee cup and with saucer with your left hand.
Take one step back so as to not splash on the guest.
Pour the coffee in the cup leaving room for milk or cream
Take the carafe with you, do not leave it on the table.

**View Attached Video:**
French Press Coffee Maker – Sequence of Service

- Have boiling hot water
- Use ground coffee beans
- Remove the lid and attached filter/"plunger" of the French press pot.
- Add your coffee grounds. 1 tablespoon (7 gram of coffee) per 6 oz. of water..
- Pour the hot water right on the coffee in the pot.
- Now, stir and mix well. Stirring is important, so that the grounds soak in the water. This ensures better extraction of the essential coffee oils/flavors.
- Close the lid and let it steep and brew for about 4 minutes, or a little less if you wish.
- **Don't push down the plunger yet.**
- After 4 minutes, press down the filter/plunger **slowly** to strain the coffee. What happens is that the filter is pressed down to the bottom trapping the grounds, and the strained coffee remains above. **Don't apply too much pressure** when pressing down; you can cause it to splash hot scalding coffee right in your face.
- Your freshly brewed French press coffee now is ready to pour.
French Press Coffee Maker – Sequence of Service (Continued)

**Required:**
Cup, saucer and spoon to specification
Sugar bowl, with white sugar cubes, sugar tongs, sugar caddy to include artificial sweeteners
Chilled creamer with cream, have the same creamer filled with 2% milk upon request in a cooler.

**Service:**
Place these items in agreed position per diagram provided, to the right of the guests remove coffee cup and with saucer with your left hand.
Take one step back so as to not splash on the guest.
Pour the coffee in the cup leaving room for milk or cream
Leave the French press on the table.
Hot Tea-Rules & Sequence of Service

Required:
Tea box (filled to specification), all tea bags should be facing logo forward

Cup, saucer and spoon to specification
Sugar bowl, with white sugar cubes, sugar tongs, sugar caddy to include artificial sweeteners
Chilled creamer with 2% milk, ramekin with 2 lemon wedges,
Tea pot with boiling water on under liner

Service:
Present open tea box, allowing guest to see and make selection
Allow guest to pick up and place tea bag on table
Return tea box to gueridon, wait station
Bring and place cup, saucer, spoon, sugar and creamer selections to standard
Place these items in agreed position per diagram provided
Return with tea pot, hot water, under liner
Guest will unwrap and drop teabag into pot

View Attached Video:
Fully stocked Tea Box

How the tea box is held.

Tea Pot with underliner

What the table should look like once the guest selects the tea
Dishwashing Sequence of Service
Cleaning Dishes – Sequence of Service

Sink
• The sink must be clean and sanitized before beginning the washing process. The drains must be in good working order and the water must be heated to at least 110°F. Also, no one may wash their hands in a sink that is being used for dishwashing.

Wash
• In the first compartment, combine hot water and dish detergent. Be sure to read the manufacturer's instructions and use the appropriate amount of soap. The wash water must be at least 110°F. Use a thermometer to be sure the wash water maintains a safe temperature.
• Before putting dishes in the wash water, make sure you scrape off all excess bits of food and then rinse the dishes to remove visible food particles. Make sure to replace dirty water with fresh water as needed.

Rinse
• Rinse water should also be clean and kept hot. Be sure to change the rinse water frequently.
Sanitize

- Chemical sanitizers can be made up of chlorine, iodine, or ammonium. They might come in tablet or liquid form. To determine the amount of sanitizer and required temperatures, follow the manufacturer's directions. There are required concentrations for any kind of sanitizer, to make sure the solution is strong enough to kill germs. The FDA has very specific requirements about the percentage of germs that have to be killed through the dishwashing process, so it is important to follow all package instructions and make sure to use the appropriate amount of sanitizer per quantity of water. Also, anything you wash must go through the sanitizing step, which means it must be able to be completely submerged in the sanitizing solution. If you have any utensils or dishes that are too big for your sink, they must be run through a large dishwashing machine.
Cleaning Dishes – Sequence of Service (continued)

. Scraping
• No dishwashing machine is going to remove crusted-on bits of egg or pizza cheese. The person running the washer must scrape out all the excess food from platters, plates and dishes. Usually, they scrape the big parts into the trash, and then use a high pressure wand to rinse off smaller food particles and sauces.

Stacking
• Because of the way dishwashers work, it is critical to make sure water can flow freely to every dish in the rack. Don’t put bowls on top of bowls, or otherwise clutter the rack so they can’t get clean.

Separate
• There should be two designated areas around the dishwashing area: a place for dirty dishes and a large area for clean dishes to be stored. Never put dirty dishes in the clean dish area. This invites cross-contamination and is an excellent opportunity to mistake a dirty dish for a clean one.
Cleaning Dishes – Sequence of Service (continued)

Clean and Maintain

• Follow the manufacturer's instructions for cleaning the dishwasher and making sure the machine lines are well-maintained. Add detergent and sanitizer as needed.

Drying

• As long as there have been dishes. In the lounges, dishes simply have to air-dry, and that's a good thing. Wiping down dishes with a towel actually invites cross-contamination. A towel can be contaminated with food particles or other items when you pick it up, or it can pick up germs from one of the dishes. If you use it to wipe down clean dishes, you are basically spreading that contamination across every dish it touches. Also, as the cloth becomes wet, it begins to provide an ample source of water for breeding germs.
Flagship First Dining Menu

American Airlines
Flagship First Dining

All Day Dining

**Starters**

Sweet Corn Chowder
jalapeno, bacon, crab fritters

Goat Cheese Croquettes
*chili honey and fresh lime*

Classic Ceviche
*chef’s daily selection of marinated fresh seafood, lime juice, onion, cilantro, house made salsa*

Crispy Pork Belly Empanada
*pastry shell stuffed with pork belly, oaxaca cheese with sofrito sauce*

House Mixed Greens
*heirloom cherry tomatoes, red onions, minas cheese, house made croutons, citrus chimichurri vinaigrette*
Flagship First Dining

Entrées

WINE PAIRINGS SELECTED BY
MASTER SOMMELIER, DESMOND ECHAVARRIE

Tuna Poke
jasmine rice, avocado, seaweed salad,
pickled cucumbers, ginger, black sesame
T. Rodriguez Basa Godello, Valdeorras, Spain

Carne Asada
citrus garlic marinated steak, basmati rice,
black beans, sweet plantains
Finca Decero Malbec, Mendoza, Argentina

Chimichurri Free Range Chicken
charred pineapple and barley salad
Truchard Chardonnay, Carneros – Napa Valley, California

Braised Pulled Pork Shank
cumin rice, Pêbre sauce, roasted and shaved brussel sprouts
Le Volte di Ornellaia Red Blend, Tuscany, Italy

Crispy Black Bean Cakes
avocado, Sea Island field peas, guajillo chile
broth, crushed tortilla coating
Azur Rose, Grenache & Syrah, California

Flagship Burger
hand formed single sirloin burger, red onion-bacon
marmalade, arugula, beef steak tomatoes
Truchard, Cabernet Sauvignon, Carneros – Napa Valley, California

Indicates a vegetarian option
For allergen information, please ask your server for more details
Champagne & Wine Menu

American Airlines
Flagship Lounge-Champagne

CHAMPAGNE TAITTINGER
Brut Millésimé 2009

REGION: France / Champagne
GRAPES: 50% Chardonnay, 50% Pinot Noir
Taittinger Brut Millésimé is produced from selected Chardonnay and Pinot Noir grapes grown in vineyards in several of the finest microclimates of the Champagne region. It is produced only in vintage years when the harvest yields fruit of excellence equal to Taittinger’s rigorous standards of quality. The Chardonnay grapes are harvested from the Grands Crus of the Côte des Blancs and the Pinot Noir comes from the Grands Crus of Montagne de Reims and the edge of Vallée de la Marne. Following harvest, the grapes are pressed immediately in press houses located among the vineyards, yielding a first pressing which is the only juice used for this wine. At the winery, fermentation takes place under Temperature controlled conditions. Blending occurs after the primary fermentation, and thereafter the final cuvée undergoes the secondary fermentation in the bottle in Taittinger’s cool cellars. Aged for five years on the lees, the wine acquires complexity and the fine, pinpoint bubbles characteristic of its sparkle.
Flagship Lounge-Champagne

CHAMPAGNE TAITTINGER
Brut Millésimé 2009

HARVEST NOTE:
The year began with a harsh winter, characterized by severe frosts and frequent snow. Milder weather arrived in April and saved the vines from spring frosts. The vegetation, then, grew quickly immediately after bud break. Storms, rain and low temperatures resulted in some outbreaks of flower abortion and uneven grape size. This capricious weather continued, and the appearance of some mildew between June and July became inevitable. Fortunately, a sunny, dry, hot August, with cool nights, provided ideal conditions for the grapes to ripen. The Chardonnay wines were rich, structured, and varied. The Pinot Noirs presented an intense bouquet with fresh notes of peach. Good acidity and remarkable freshness suggest that 2009 will be a high quality vintage.
Flagship Lounge-Champagne

CHAMPAGNE TAITTINGER
Brut Millésimé 2009

TASTING NOTE:
Brut Millésime 2009 is a very fine champagne with a mature, powerful, complex character. It also presents outstanding elegance and finesse. The nose offers a mellow fruitiness with white and yellow fleshed fruit such as William pear, greengages and mirabelle plums. This is followed by notes of white flowers and dried fruit. On the palate, the attack is fresh, rich, mature and generous. The midpalate is dominated by fruit in syrup, followed by slightly honeyed notes on the finish.

TECHNICAL DATA:
APPELLATION: Champagne
ACIDITY: 6.20 g/l
ABV: 12.5%
AGING: 5 to 6 years
DOSAGE: 9 g/l
RESIDUAL SUGAR: 10.9 g/l

POINTS OF DISTINCTION:
A classic vintage Champagne produced from equal parts of black and white grapes
Produced only in exceptional vintage years
Telmo Rodriguez is one of Spain’s pioneer winemakers, advocating native grape varietals tied to the climates and conditions of their sites, and making world-class wines from undiscovered as well as known regions. Perhaps most impressive, while Telmo Rodriguez makes rare and limited wines of astonishing character and quality, his everyday wines have been equally praised, and widely recognized for the tremendous value they offer.

THE VINEYARDS – Rueda DO
This refreshing blend of the native varieties Verdejo and Viura from Rueda has year after year been named one of Spain’s and the world’s great white wine values. The intense oral aromatics, freshness and wonderful texture are the result of the high elevation plantings in lime and gravel soils, with good drainage, that give rise to some of the best quality white wine grapes in Spain.
Flagship Lounge-Wine

TELMO RODRIGUEZ BASA

2016 Rueda

VARIETAL: 90% Verdejo, 10% Viura
ALCOHOL: 13%
OPTIMUM DRINKING: 2017 - 2019

The wine derives its name from red counterpart Baso, itself named after the country’s ancient ‘baso’ (goblet)-shaped bushvines. The fruit for Basa is sourced from different areas of the Rueda DO, from suppliers who practice sustainable farming. Training is a mixture of bush vine and cordon, and the soils are a combination of gravel and limestone.

TASTING NOTES

The 2016 blend is 90% Verdejo, 10% Viura, giving it a more important focus on the native Verdejo than in the past, and doing away with Sauvignon Blanc. As always, it is a fantastically refreshing yet serious bottle of wine, with a range of aromas and flavors from stony mineral notes to citrus to tropical fruit. A great match for Spanish omelets or pan-seared white fish.
Flagship Lounge-Wine

FRANÇOIS CHIDAIN
2015 Touraine - Sauvignon
VARIETAL: 100% Sauvignon Blanc
FARMING: Biodynamic
ALCOHOL: 12.5%

Chidaine's Sauvignon comes from the Domaine's vines in Chissay-en-Touraine and Saint-Julien-de-Chédon. These sites are complemented by some negocé fruit. All vineyards are managed by his team and entirely hand-harvested. In terms of the winemaking, the fruit is whole bunch pressed into stainless steel and fermented with a high degree of solids, and the wine is then matured on its lees until bottling. 2015 was a very strong vintage at the Domaine and this wine combines fleshy ripe fruit with bracing freshness and plenty of complexity from wild fermentation and lees aging. The depth of flavor and interest here is impressive for the price.
Flagship Lounge-Wine

FRANÇOIS CHIDAINE
2015 Touraine - Sauvignon
VARIETAL: 100% Sauvignon Blanc
FARMING: Biodynamic
ALCOHOL: 12.5%

THE VINEYARDS
The vineyards are farmed entirely biodynamical without the use of any chemicals or pesticides. The soils are plowed after which honey and other organic nematicides are sown into the rows. All biodynamic preparations are made from plant and animal byproduct materials that are all natural and sustainably sourced. The soils are comprised of mainly clay and limestones with outcroppings of flint stone. The vineyards are located in the communes of Chissay-en-Touraine and Saint-Julien-de-Chédon.
FLAGSHIP LOUNGE-WINE

FRANÇOIS CHIDAINE
2015 Touraine - Sauvignon
VARIETAL: 100% Sauvignon Blanc
SOILS: Flint, Limestone, Clay
FARMING: Biodynamic
ALCOHOL: 12.5%

TASTING NOTES
On the nose, this wine shows all the hallmarks of varietal Sauvignon Blanc. The fruit profile is lead by aromas of yellow peach, grapefruit and green pear. A distinct flint or matchstick note implies the natural winemaking style that is a defining character of wines from this region. On the palate the texture of this otherwise light wine is rich and even rounded. The structure of this wine is framed by a very fine and precise acidity. The finish is moderately lengthy with a lasting impression of pure mineral and dried fruit.
Flagship Lounge-Wine

THIERRY ET PASCALE MATROT
2015 Bourgogne Blanc Chardonnay
VARIETAL: 100% Chardonnay
VINEYARD LOCATION: Near Meursault, Côte de Beaune
AGE OF VINES: Average 30 years old
ALCOHOL: 12.5%

Domaine Matrot is one of the oldest estate-bottlers in Burgundy and one of the largest and most important properties in Meursault. It is widely represented on the wine lists of France’s greatest restaurants, and has been distributed in the United States for over thirty years. Thierry Matrot and his wife, Pascale, are the owners. The domaine farms about three-quarters of its 45 acres, some of the finest vineyards in the heart of Burgundy. The average age of the vines is an impressive 30 years. Thierry Matrot works towards the achievement of one major goal: to produce a wine that retains its elegance while maximizing both the fruit and the native tang of the soil.
In order to accomplish this goal, he relies upon his winemaking philosophy: “Wine is made in the vineyards – and far less than people think - in the cellar. However talented the oenologist, with poor raw materials he is lost before he has even started.” 100% estate-bottling has been practiced at the domaine since Thierry’s grandfather, Joseph Matrot, took it over in 1908.
Flagship Lounge-Wine

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VINIFICATION:
Hand-harvested grapes are pressed right after harvest in large pneumatic presses. The settles juice is transferred to barrels where it undergoes natural fermentation with all indigenous yeasts for 8 to 10 weeks. Fermentation in the family’s deep cellars in Meursault naturally maintains a temperature of 65 - 68°F. The traditional practice of Batonnage is used as the wine ages on it lees in the barrel. Full malolactic fermentation takes place in barrel and the wine is only racked off the lees just before bottling.

BARREL REGIME:
The wine is aged in barrel for 11 months (20% new and 80% seasoned French oak)
AZUR WINES
2016 Rosé – Napa & Sierra Foothills
VARIETAL: 60% Syrah, 40% Grenache
FARMING: Farmed sustainably and harvested for Rosé production
ALCOHOL: 12.5%

The first premium, “methode provençale”, California Rosé. Elan and Julien Fayard founded Azur Wines and became the first producer to bring the true and authentic provençale technique of rosé wine production to the United States. Since the first vintage in 2007 Azur Rosé has been comprised of grapes selected and harvested for 100% dedicated rosé wine production. Azur aspires to be counted among the greatest rosé wine producers on the planet while defining a new category for premium rosé in the US. Azur’s goal is to become the reference for premium quality, domestic rosé.
Flagship Lounge-Wine

AZUR WINES
2016 Rosé – Napa & Sierra Foothills
VARIETAL: 60% Syrah, 40% Grenache
FARMING: Farmed sustainably and harvested for Rosé production
ALCOHOL: 12.5%

BACKGROUND
“As a winemaker, my job is to bring out the best qualities that the vines have provided. I don’t seek to make a style of wine but more so to make wine that sings of it’s place, it’s history and it’s uniqueness. That’s my goal as a winemaker, to make wines that are pure expressions of their environment and not mask it. wines with an identity.” - JULIEN FAYARD - WINEMAKER

POINTS OF INTEREST
• philosophy | 100% intentional dry rosé.
• dedicated fruit only for rose production
• direct press / 24 hour or less skin contact for elegant color
• extraction stainless steel fermentation
• premium growing regions and vineyards
Flagship Lounge-Wine

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2016 Rosé – Napa & Sierra Foothills
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• philosophy | 100% intentional dry rosé.
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• direct press / 24 hour or less skin contact for elegant color
• extraction stainless steel fermentation
• premium growing regions and vineyards
Flagship Lounge-Wine

FINCA DECERO
2014 Single Vineyard Malbec
VARIETAL: 100% Malbec
VINEYARD: Remolinos Vineyard, Agrelo, Mendoza, Argentina
ALCOHOL: 14.5%

Finca Decero, once a bare patch of soil in the Argentine foothills of the Andes, is now our one-of-a-kind vineyard, where each vine is nurtured by hand and our winemaking is without compromise. As Decero means ‘from scratch’, we are fortunate to be free from constraints of tradition, and we have developed an ‘amano’ or ‘by hand’ approach that is human, sustainable and sensitive to natural differences. We try to tread lightly in an environment that we have come to know intimately, almost inch by inch. Only in this way can the unique natural attributes of the Remolinos Vineyard, and of Agrelo, shine through in our single vineyard wines, handcrafted from scratch.
FINCA DECERO
2014 Single Vineyard Malbec
VARIETAL: 100% Malbec
VINEYARD: Remolinos Vineyard, Agrelo, Mendoza, Argentina
ALCOHOL: 14.5%

Continuing in the hallmark style of Malbec from Remolinos Vineyard, this vintage shows the intense violet aromatics and bright freshness and acidity which has come to define Decero Malbec. Elegant tannin complexity reflects beautifully integrated oak tannins following 14 months in French oak.
Flagship Lounge-Wine

FINCA DECERO
2014 Single Vineyard Malbec
VARIETAL: 100% Malbec
VINEYARD: Remolinos Vineyard, Agrelo, Mendoza, Argentina
ALCOHOL: 14.5%

VINIFICATION:
Hand-harvested grapes passed through two stages of hand-sorting, first as whole clusters and then as single berries after de-stemming. After 5-7 days of cold soak, traditional fermentation takes place during 10 days at 79-86°F in small stainless tanks, followed by five days of post-fermentative maceration.

BARREL REGIME:
90% of the wine is aged in barrel for 14 months (30% new and 70% seasoned French oak)
Flagship Lounge-Wine

TENUTA ORNELLAIA
2015 Le Volte dell’Ornellaia
VARIETAL: 67% Merlot, 20% Cabernet Sauvignon, 13% Sangiovese
SOIL: Marine limestone, Alluvial clay, & Volcanic soils
WINEMAKER: Axel Heinz
ALCOHOL: 13.5%

Le Volte dell’Ornellaia combines the Mediterranean expression of opulence and generosity with structure and complexity. The approachable style of Le Volte dell’Ornellaia, a blend of Merlot, Sangiovese and Cabernet Sauvignon, reflects the philosophy and savoir-faire of Ornellaia.

VINTAGE NOTES:
After the unusual 2014, vintage 2015 proved to be very regular and almost a “textbook” vintage. After a normal winter, rainy, mild, but with a few days with temperatures below 0°C, budbreak came on time in the first days of April.
Flagship Lounge-Wine

TENUTA ORNELLAIA
2015 Le Volte dell’Ornellaia
VARIETAL: 67% Merlot, 20% Cabernet Sauvignon, 13% Sangiovese
WINEMAKER: Axel Heinz
ALCOHOL: 13.5%

Spring was characterized by a dry and sunny weather, ideal conditions for a regular vegetative growth that culminated in a fast and complete flowering at the end of May. In June, a progressive water stress began. July will be remembered as being particularly hot and dry, with maximum temperatures exceeding 30°C every single day of the month. The absence of rain, combined with the heat, was a cause for great concern as we feared the grapes would not be able to ripen further and an early harvest would be called for. Fortunately, abundant rainfall around the 10th August allowed the ripening to start again, brought cooler weather during the final stage of the ripening.
TENUTA ORNELLAIA
2015 Le Volte dell’Ornellaia
VARIETAL: 67% Merlot, 20% Cabernet Sauvignon, 13% Sangiovese
WINEMAKER: Axel Heinz
ALCOHOL: 13.5%

This cool yet sunny weather persisted throughout the harvest, allowing us to pick each vineyard at the perfect point of ripeness, combining a fresh and lively aromatic quality to a perfect phenolic ripeness with abundant, silky, soft tannins. The harvest began on the 29th of August with the Merlot, and ended on the 12th of October with the last Cabernet Sauvignon and Petit Verdot.

VINIFICATION:
The different varietals were fermented separately in small steel tanks to maintain their varietal characteristics intact. The alcoholic fermentation was followed by malolactic fermentation, again in steel tanks. The wine was then aged for 10 months, partly in barrique used for Ornellaia and partly in cement tanks, to obtain the perfect balance between tannic structure and an expression of fresh fruit.
Flagship Lounge-Wine

BAND OF VINTNERS
2015 Cabernet Sauvignon – Napa Valley
VARIETAL: 93% Cabernet Sauvignon, 4% Merlot, 3% Cab Franc
ALCOHOL: 14.5%

OVERVIEW
Band of Vintners is the outcome of seven wine industry friends who regularly get together to taste wine and talk shop. The collective “insider” knowledge of where the best fruit can be sourced, where the deals can be found, and where favors can be called in when needed, was contagious, and surprised even us. The outcome, is a wine we believe makes a strong case for one of the best QPRs in the Napa Valley, and something we’re proud to share with our friends, family, and neighbors.

TASTING NOTES
The Consortium Cabernet exhibits a dark crimson core with purple and garnet reflections on the rim. Classic Napa Cabernet aromas of blackcurrant, blackberry liqueur, fresh boysenberry, and black cherry are infused with notes of wet violets, coffee, fresh leather, tobacco, and the ideal touch of high-quality vanilla bean and baking spices.
Flagship Lounge-Wine

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AGING: 15 months in new & once used French oak
ALCOHOL: 14.5%

OVERVIEW
The oak aromas impart just the right nuances and are perfectly integrated and balanced without being overbearing as many Napa examples often are. On the palate, the wine is medium-plus in body and captures pitch-perfect balance with the ideal freshness, soft, silky texture, and integrated, polished tannins that are wrapped around layered flavors of soft black fruit, leather, tobacco, cedar, cocoa, and subtle exotic spices. This incredibly young wine is already stunning in its youth, but will be hitting a sweet spot as the weather cools in the next few months. It’s peak should lie in the next 5-7 years although this beautifully structured wine could even surpass a decade in the cellar if kept well.
TRUCHARD VINEYARDS
2015 Chardonnay

VINTAGE:
The 2015 vintage was one of the earliest harvests on record! A very dry winter forced early bud-break. Cool spring conditions during flowering led to poor set; yields were down almost 40%. Moderate summer temperatures quickly brought the small crop to full maturity. The wines of 2015 are powerful and concentrated, yet elegant.

VINEYARD:
Chardonnay is located throughout the southern part of the Truchard Estate Vineyard. The vines range from 19 - 41 years old and benefit from the various marine soils, gently sloped terrain, and cooler temperatures - conditions that make the Carneros region ideal for growing Chardonnay. They produce aromatic wines with tropical fruit characteristics and a unique spicy element.
TRUCHARD VINEYARDS
2015 Chardonnay

HARVEST:
Sept. 3 – 23 • 24.3 °Brix • 3.27 pH • 7.4 g/L TA

WINEMAKING:
All of the fruit was whole cluster pressed; this technique produces a full-bodied wine with delicate structure. Our Chardonnay is 100% barrel fermented in French oak (33% new) using various yeast strains. After fermentation the wine remains in barrel on the lees (sur lie) for 10 months. A partial malolactic fermentation (30% complete) allows the wine to retain its natural acidity, while regular stirring of the lees (battonage) gives added complexity and richness.

WINE ANALYSIS:
14.1% alcohol • 3.37 pH • 6.5 g/l TA

TASTING NOTES:
Aromas of quince, pineapple, and honeysuckle; with hints of nutmeg, fig, and toasted oak. The mouth is clean and bright; filled with flavors of green apple, pear, and lemon. Firm acidity provides a crisp finish of citrus, mineral, and spice.
TRUCHARD VINEYARDS
2013 Cabernet Sauvignon

VINTAGE:
The 2013 vintage is even better than the near-perfect 2012 harvest! A warm and dry spring resulted in excellent berry set and a larger crop. Moderate temperatures throughout the growing season easily brought the fruit to full maturity. The wines of 2013 have great intensity and acidity; with beautiful aromas and flavors.
TRUCHARD VINEYARDS
2013 Cabernet Sauvignon

VINEYARD:
The Truchard Estate Vineyard is located in the Carneros region of the Napa Valley. It is 400 acres of hills and valleys which contain a variety of soils: clay, shale, sandstone, limestone, volcanic ash and rock. The combination of terrain, geology, and marine-moderated temperatures, provides ideal conditions for wine-growing. Cabernet Sauvignon is planted in several different sites - on steep, southwestern facing hillsides. The vines range from 17 - 39 years old, and produce wines that are deep in color, dominated by lush flavors of plum, berry, and spice. Cabernet Franc, Petit Verdot, and Malbec are blended in to provide additional softness, structure, and complexity.
WINEMAKING:
All of the fruit was gently destemmed and crushed, then inoculated with Pasteur Red yeast. Fermentations were pumped-over twice daily, with the temperature peaking at 88º F. Maceration time varied from 14 to 30 days depending on vineyard block. The wine was aged for 20 months in French oak barrels (45% new). Rackings occurred every 4 months until bottling in August of 2015. The final blend is 88% Cabernet Sauvignon, 10% Cabernet Franc, 1% Petit Verdot, and 1% Malbec. This wine is drinkable now, but will gracefully age for the next 12 - 17 years.

WINE ANALYSIS:
14.2% alcohol • 3.59 pH • 6.0 g/l TA

TASTING NOTES:
Rich aromas of plum, cherry, and cassis; highlighted with cedar and vanilla. The mouth is layered with jammy flavors of raspberry, red currants, and black cherry. Ripe tannins focus the palate and provide a lengthy finish of spice and red fruit.
Cocktail Standards
Beverage Menus & Descriptors

Cocktails

- **Campari Greyhound:**
  - Absolute Elyx, Campari, Giffard Pamplemousse, Lemon juice, Simple Syrup
  - Light and Refreshing

- **Old Cuban:**
  - Rum, Champagne, Fresh Lime Juice, Mint, Simple Syrup, Bitters
  - Classic cocktail featuring Rum

- **Caipirinha:**
  - Cachaça, brown sugar lime juice
  - Brazil’s national cocktail, sweet and tart

- **Espresso Martini:**
  - Vodka, Espresso Liqueur, Amaro Montenegro, whip cream
  - An updated twist on an espresso martini with whipped cream
Beverage Menus & Descriptors

Cocktails

- **Sparkling Rye Punch:**
  - Sparkling Wine, Woodford Reserve Rye, Passion Fruit Puree, Lemon Juice
  - Tropical mix of rye whiskey and passion fruit puree

- **Pisco Sour:**
  - Pisco Porton, Lime Juice, Simple Syrup, Egg White, Angostura Bitters
  - Peruvian grape-based brandy, light, sippable
Beverage Service Standards
Beverage Service Standards – Wine

All bottled wines should be presented using these steps;

**TAKING THE ORDER**

- It is important that you have a general understanding of the wine categories and origins of the wines on list. Review wine list descriptors.
- When a glass or bottle of wine is ordered, repeat the order back to the guest. Be clear and succinct. Be sure that you understand the varietal, brand, and vintage desired.

**PRESENTING THE BOTTLE**

- Ensure the polished glassware is already at the wine table. Tip the bottle’s top back, toward your body, with the body of the bottle cradled in your arm, label side facing the host. “Present” the bottle to him or her by standing at his or her right side and restate the name of the wine including the varietal, brand, and vintage. (All beverage service occurs from the right of the guest, with your right hand, unlike food service, which is from the left with the left hand).
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Beverage Service Standards – Wine

OPENING THE BOTTLE

- Keeping the label facing the host as much as possible, take out your arm or service linen and place over your minor arm, holding the bottle in that same hand. With your other hand, use the wine tool to cut away the foil from the top of the bottle. The foil should be placed in your pocket or apron, not on the table. Once cut away, use your service linen to wipe the mouth of the bottle, removing any dust and debris, and generally cleaning the mouth of the bottle before the cork is removed.

- Using your wine key, remover the cork from the bottle. Remember, it is not about strength, but rather leverage that allows the cork’s removal. If you have difficulty tableside, practice on by the glass poured wine bottles at the bar, the next shift you work. The bartender will surely allow you to help, offering additional practice.

- Once the cork is removed, it is placed to the right of the host’s place setting. He or she may choose to smell, keep, or leave the cork altogether.
Beverage Service Standards – Wine

POURING THE WINE

- Begin pouring the wine with the host. Pour roughly one ounce into the host’s glass. Step back, away from the table, and allow the host to swirl, smell, taste, and nod. If the wine is flawed, the host will stop the service and the bottle should be replaced immediately, and the steps of service repeated. If the host is pleased with the selection, he or she will indicate with a nod, gesture, or verbal announcement, indicating that you may pour for his or her guests.

- Pour for each guest in turn, from the right side with the right hand, beginning with the ladies and then the men, moving clockwise around the table. The host’s glass is the last to be filled, regardless of the host’s gender.

- When pouring white wines, please fill the glass to just above half full. For all reds, just below half. In the event that a second bottle of different varietal, brand or vintage is ordered, deliver new glasses as well.

OPENING SPARKLING WINES

- Sparkling wines follow all the bottle service instructions.
- First, remove the foil and discard into your pocket or apron. Loosen the wire cage.
Beverage Service Standards – Wine

- Flipping down the small wire ‘key’ that is pressed against the neck of the bottle, turn it until the cage is loosened. Remove and discard the cage. Drape your service linen over the cork. Hold the cork steady through the linen, and twist the bottom—the bottle—until the cork eases out. Keeping the bottle pointed in a safe direction (away from yourself and others), grip the wine bottle and ease the twisting until the cork “pops”.
  To avoid foamy overflow, pour only about an inch of wine into each flute glass first, wait a few seconds, then continue the pour.

TEMPERATURE

- Serving wines at the following temperatures will maximize bouquet and flavor, and enhance the wine experience for the guest.
- Champagne, sparkling, or dessert wine Sauvignon Blanc, Pinot Grigio, etc. Chardonnay, Chablis
- Pinot Noir
- Cabernet Sauvignon, Merlot, Shiraz
- 40 degrees F 45-48 degrees F 48-52 degrees F 60-64 degrees F 64-66 degrees F
Beverage Service Standards – Wine

- Though wine storage temperatures (53-57 degrees Fahrenheit) are important, it’s just as important to take note of the temperature at which you enjoy your wine, its service temperature. White wines should be chilled before drinking while red wines should be allowed to come up in temperature. Ideally, whites should be between refrigerator temperature (40 degrees F) and storage temperature, and reds should be somewhere between storage and room temperature.

- Sizes of Wine Bottles-
- Wines come in three main serving sizes, 750ml, 375ml (split) and 187ml (single serving).
- Milliliters Ounces 750ml 25.4 375ml 12.7 187ml 6.33

GLASSWARE

- Does the glass make a difference? Yes
- A wine glass may seem like just another drinking glass to some, but to others, it can make all the difference. The shape of the glass affects the bouquet, color of the liquid, temperature, and even effervescence. The glass also positions body parts, such as the fingers and tongue in correct spots to best enjoy the particular varietal.
Beverage Service Standards – Wine

- Three main types of wine glasses exist. The best are roughly 8-10 inches tall and are made of thin glass. A red wine glass features a spherical shape, intended to allow a swirling motion to best aerate for the particular varietal. White wine glasses may be more narrow, but most importantly offer a shallower base. Champagne flutes are narrow and straight, serving to direct the bubbles upward in a visually appealing manner, as well as keep more carbon dioxide in the product to deter flattening.
Opening a bottle of wine:

- Wine should be opened at tableside. Please follow these step-by-step instructions.
- Present wine to guest who ordered the bottle for approval.
- Using the small curved knife on the corkscrew, cut the foil with the blade under the second lip of the bottle. This will cut the metallic wrapper that envelopes the neck (See A).
- Next, center the point of the corkscrew in the middle of the cork and give it a firm turn. Continue to turn the corkscrew gently and firmly, without pressing down too much, until the worm has been inserted entirely. (See B).
- Place the lever on the lip of the bottle and pull up slowly and firmly so that the cork rises smoothly from the neck of the bottle (See C).
- Pour a 2.oz pour for wine selector to taste.
- If approved serve counter clockwise ending with the wine selector.
Opening a bottle of Champagne:

- Champagne should be opened at tableside. Please follow these step-by-step instructions.
- Present Champagne to guest who ordered the bottle for approval.
- Pick up the bottle of champagne.
- Hold the bottle in one hand.
- With the remaining hand remove foil cover on top of the bottle usually there is a small pre-cut line for easy removal (See A).
- From this point onwards, keep the bottle and cork pointed in a safe direction away from guests and keep one thumb on the cork until it is safely removed.
- Remove the wire cage on the top of the bottle (the wire cage prevents corks leaving the bottle) (See B).
- Ease the wire cage from the top of the bottle ensuring to still keep one thumb on the cork as this is done (See C).
Hold the cork in one hand and the base of the bottle with the other; slowly turn the cork bottle to ease it from the bottle; it should be removed with a “sigh,” not a “pop”

With the cork safely removed the glass of champagne can now be poured

Pour a 2.oz pour for champagne selector to taste

If approved serve counter clockwise ending with the Champagne selector
Glassware

- **ROCKS GLASS**
- A rocks glass is very similar to a lowball, but smaller. It is best for any spirit served straight, on the rocks, or with a splash of mixer.
Glassware

CHAMPAGNE FLUTE

- The champagne flute is tall and thin to promote carbonation of the champagne, and has a stem so the wine inside doesn’t warm form the heat of your hand. As the name implies, champagne will be served in this glass.
Glassware

PREMIUM WINE GLASS

- The premium wine glass is shaped like a bulb, similar to the stemless wine glass, but with a stem. All of our premium red and white wines will be served in this glass.

- *insert stemmed pic*
Glassware

HIGHBALL

- Also known as a “Collins” glass, this is a tall and skinny glass. This glass works best for anything with a carbonated ingredient as the shape of the glass allows for the bubbles to not dissipate as quickly.
Notes