Standard Operating Procedures Manual

FLAGSHIP Lounge

Service Standards

American Airlines
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<td>What is it, examples of good and bad</td>
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<tr>
<td>Job description, job titles</td>
<td>Day 2, 11/14/2017</td>
<td>Chantal Randolph</td>
<td>We will go through each position and role play as we work.</td>
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<tr>
<td>Our service model</td>
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<tr>
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<td>Day 3, 11/15/2017</td>
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<td>Day 2, 11/14/2017</td>
<td>Chantal Randolph</td>
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<td>Local LAX Team</td>
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<td>Video, &amp; Role Play</td>
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<td><strong>Move in weekend</strong></td>
<td>11/18-11/19/17</td>
<td>LAX Team</td>
<td>All employees to assist</td>
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</table>

**Week 2**
## FLAGSHIP Lounge
### Operational & Guest Experience Training Schedule
### Training location: FLAGSHIP LOUNGE, LAX

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<thead>
<tr>
<th>Our service model</th>
<th>Day 4 10/19/17</th>
<th>Chantal Randolph</th>
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<tr>
<td>Inspire Training</td>
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<thead>
<tr>
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<tr>
<td>Set up the lounge for breakfast using manual as standard guidelines</td>
<td>Day 6, 10/23/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
</tr>
<tr>
<td>Set up the lounge for all day using manual as standard guidelines</td>
<td>Day 7, 10/24/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
</tr>
<tr>
<td>Our service model</td>
<td>Day 7, 10/24/17</td>
<td>Chantal Randolph</td>
<td>Verbal, group huddle</td>
</tr>
<tr>
<td>Side work, and opening and closing standards</td>
<td>Day 7, 10/24/17</td>
<td>Chantal and Marco</td>
<td>Stocking and setting the lounge</td>
</tr>
<tr>
<td>Set up the lounge for breakfast using manual as standard guidelines</td>
<td>Day 7, 10/24/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently role play each employee cross training</td>
</tr>
<tr>
<td>Set up the lounge for all day using manual as standard guidelines</td>
<td>Day 8, 10/25/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently role play each employee cross training</td>
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<td>Turning on the coolers and heating elements in the club</td>
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<td>Chantal Randolph</td>
<td>Demonstration &amp; Role Play Standard</td>
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<tr>
<td>Rules of Service Training - Full tray, hot-cold buffet food and beverage service</td>
<td>Day 6, 11/20/17</td>
<td>Chantal Randolph</td>
<td>Demonstration &amp; Role Play Standard</td>
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<td>Our service model</td>
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<td>Beverage Service-Self Served Wine Table Training</td>
<td>Day 7, 11/21/17</td>
<td>Chantal Randolph</td>
<td>Demonstration &amp; Role Play Standard Operating procedural manual review, Review wine standards and service standards</td>
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<td>Day 8, 11/22/17</td>
<td>Chantal Randolph</td>
<td>Stocking and setting the lounge</td>
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<tr>
<td>Side work, and opening and closing standards</td>
<td>Day 8, 11/22/17</td>
<td>Chantal Randolph</td>
<td>Stocking and setting the lounge</td>
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**Week 4**

- Thanksgiving holiday: 11/23-24/17 No Training
- Set up dish machine and wrap silverware: 11/25/17 LAX Team Stocking and setting the lounge
<table>
<thead>
<tr>
<th>Schedule review of any trainings that have been missed with employees</th>
<th>11/25/17</th>
<th>LAX Team</th>
<th>Review and discussion</th>
</tr>
</thead>
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<tr>
<td>Polish all glassware and set in stations</td>
<td>11/26/17</td>
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<td>Stocking and setting the lounge</td>
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<tr>
<td>Review any safety trainings that were missed</td>
<td>11/26/17</td>
<td>LAX Team</td>
<td>Safety goal training attendance is 100% of FL employees</td>
</tr>
<tr>
<td>Foundation of Standards (intro)</td>
<td>Day 9, 11/27/17</td>
<td>Chantal Randolph</td>
<td>Verbal (share the wow factor)</td>
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<tr>
<td>Soar Service Values</td>
<td>Day 9, 11/27/17</td>
<td>Chantal Randolph</td>
<td>Soar values and what they mean. Interactive with role playing. ...How do I demonstrate these values?</td>
</tr>
<tr>
<td>Set up the lounge for breakfast using manual as standard guidelines</td>
<td>Day 9, 11/27/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
</tr>
<tr>
<td>Set up the lounge for all day using manual as standard guidelines</td>
<td>Day 9, 11/27/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
</tr>
<tr>
<td>Menu Training</td>
<td>Day 10, 11/28/17</td>
<td>Chef Jason and Chef John</td>
<td>Demonstration and Menu Cards</td>
</tr>
<tr>
<td>Rules of Service Training - Full tray, hot-cold buffet food and beverage service</td>
<td>Day 10, 11/28/17</td>
<td>Chantal Randolph</td>
<td>Demonstration &amp; Role Play Standard</td>
</tr>
<tr>
<td>Stations and replenishing</td>
<td>Day 10, 11/28/17</td>
<td>Chantal Randolph</td>
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<td>Day 10, 11/28/17</td>
<td>Chantal Randolph</td>
<td>Demonstration &amp; Role Play Standard</td>
</tr>
<tr>
<td>Set up drop station and practice cleaning and using</td>
<td>11/29/17</td>
<td>LAX Team</td>
<td>Demonstration &amp; Role Play Standard</td>
</tr>
<tr>
<td>Set up the lounge for breakfast using manual as standard guidelines</td>
<td>11/29/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
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<tr>
<td>Set up the lounge for all day using manual as standard guidelines</td>
<td>11/30/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
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<tr>
<td>Training Activity</td>
<td>Date</td>
<td>Instructor</td>
<td>Notes</td>
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<tr>
<td>Menu test and Kitchen review</td>
<td>12/1/17</td>
<td>Chef John</td>
<td>Test employees on known allergens and how to identify them, and how to suggest other items or how to communicate with the chef and culinary team</td>
</tr>
<tr>
<td>Open and stage all remaining small wares in lounges</td>
<td>12/2/17</td>
<td>LAX Team</td>
<td>Stocking and setting the lounge</td>
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<tr>
<td>Open and stage all remaining small wares in lounges</td>
<td>12/3/17</td>
<td>LAX Team</td>
<td>Stocking and setting the lounge</td>
</tr>
<tr>
<td>Schedule review of any trainings that have been missed</td>
<td>12/3/17</td>
<td>LAX Team</td>
<td>Review and discussion</td>
</tr>
<tr>
<td>One on one review on menu training that was missed</td>
<td>12/4/17</td>
<td>LAX Team</td>
<td>Review and discussion</td>
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<tr>
<td>Stocking and setting the lounge</td>
<td>12/5/17</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
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<tr>
<td>Set up the lounge for all day using manual as standard</td>
<td>Day 12,</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
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<tr>
<td>guidelines</td>
<td>12/4/17</td>
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<tr>
<td>Set up the lounge for all day using manual as standard</td>
<td>Day 12,</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
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<tr>
<td>guidelines</td>
<td>12/4/17</td>
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<tr>
<td>Stocking and setting the lounge</td>
<td>Day 13,</td>
<td>Chantal Randolph</td>
<td>Stocking and setting the lounge</td>
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<tr>
<td>Side work, and opening and closing standards</td>
<td>12/5/17</td>
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<tr>
<td>Set up the lounge for all day using manual as standard</td>
<td>Day 14,</td>
<td>Chantal Randolph</td>
<td>Time the process, employees work independently of managers</td>
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<td>guidelines</td>
<td>12/6/17</td>
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<tr>
<td>Review and distribution of schedule with team, one on</td>
<td>Day 15,</td>
<td>Chantal Randolph</td>
<td>Review and Discussion</td>
</tr>
<tr>
<td>one review with employees</td>
<td>12/7/17</td>
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</tr>
<tr>
<td>All Employee open house</td>
<td>12/9/17</td>
<td>LAX Team</td>
<td>No food, staging of lounge for viewing</td>
</tr>
<tr>
<td>All Employee open house</td>
<td>12/10/17</td>
<td>LAX Team</td>
<td>No food, staging of lounge for viewing</td>
</tr>
<tr>
<td>Task</td>
<td>Date</td>
<td>Team</td>
<td>Notes</td>
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<tr>
<td>----------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Label all coolers with HACCP logs and do safety meeting review of all logs</td>
<td>12/11/17</td>
<td>LAX Team</td>
<td>Mise-en-place</td>
</tr>
<tr>
<td>Complete all remaining job tasks to open lounge</td>
<td>12/11/17</td>
<td>LAX Team</td>
<td>Mise-enplace</td>
</tr>
<tr>
<td>Annual perfect attendance event, 3 separate meal periods</td>
<td>12/12/17</td>
<td>LAX Team</td>
<td>Food in FL</td>
</tr>
<tr>
<td>Opening Day</td>
<td>12/13/17</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
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.

- 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
Tray Service Work Shop: (Continued)

- 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 your 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.
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.
Rules of Service

- **Replenishing A Buffet**
- Guests typically expect that a buffet will provide a wide array of choices as well as the option to take as much as they like of any offering.
- The proper procedure for replenishing food on a standard buffet is that food should not be taken out of the buffet and then replenished.
- Buffet dishes should be replenished when they are 1/3 full and not when the serving platter is completely empty.
- The new food should come first then remove the old dish to ensure that the guests are not arriving to an empty spot in the buffet.
- Never mix the older food with the fresh food they should be kept separate and gloves should be worn to prevent contamination.
- In order to maintain fresh tastes, take temperatures of all new dishes at least once an hour.
- Carefully insert your thermometer to at the deepest area of the dish. Be careful to not ruin the displays the chefs have created.
- Once you have ensured that the food temperatures has safely reached your safe serving temperatures. Record that temperature in your HAACP log, and bring the dish to the buffet.
- If the dish is hot, please ensure that temperature is 140 degrees for fish, 155 degrees for meats, 165 degrees for poultry, and 165 degrees for soups. And below degrees for cold food.
Rules of Service

• The maximum length of time all hot foods can sit at the buffet is two hours. For cold foods the same.
• Follow your lounges process for recording waste.
• Take the all buffet foods on your cart with fresh utensils, fresh gloves on your hands, and a towel to dry any spills. Make your way at a sedate pace, be sure to use the same path each time, guests will become accustomed to this and will not block your way.
• Maintain the buffet so all dishes are left looking abundant and full.
• Replenishing Condiments And Other Accoutrements.
• When maintaining the condiments take your spare sets from the back of the house on a tray to the dining room.
• Place the newly full condiment on the buffet and then remove the almost empty vessel.
• Maintain only full clean condiments. If sticky fingers are left behind, make sure you gently wipe them off with a moist clean towel.
• All buffet signs should be in an azar frames, and clean.
• Maintain all signage so they clearly legible, when they begin to get dirty from use, replace them immediately.
• When utensils are dropped, or cross utilized, remove them immediately and replace with a clean utensil.
• Never leave a buffet dish without a serving utensil.
• Maintain sneeze guards free of finger prints.
• Clean buffet surfaces with towel with a sanitizing solution on a clean towel.
• If you see spills on the floor immediately clean the area and if needed place a wet floor sign to prevent any falls.
Soft Touch Interaction Standards – Service

▪ 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.
Dishwashing Sequence of Service

American Airlines
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.
Champagne and Wine Selections
Flagship Lounge-Champagne

BOLLINGER
Special Cuvée NV
GRAPES: 60% Pinot Noir, 25% Chardonnay, & 15% Pinot Meunier
AGE OF THE VINES: From 20 to 60 years old
ALCOHOL: 12%

Founded in 1829, Bollinger is one of the rare Grande Marques that’s still family owned. This famous house is now under the control of sixth generation Etienne Bizot, great-nephew of Lily Bollinger, and is well-known for its rich, elegant and polished style of Champagne. Their outstanding wines are the result of rigorous attention to detail, for Bollinger accepts nothing short of excellence. Each and every detail represents a quest for a certain form of perfection.
Flagship Lounge-Champagne

BOLLINGER
*Special Cuvée NV*
GRAPES: 60% Pinot Noir, 25% Chardonnay, & 15% Pinot Meunier
AGE OF THE VINES: From 20 to 60 years old
ALCOHOL: 12%

VINIFICATION:
The wine is partially barrel fermented, and includes up to 5-10% of reserve wine.

POINT OF DISTINCTION:
Bollinger is also known for its long-time on-screen relationship with British secret agent James Bond. They have been featured as Bond’s Champagne of choice in almost every Bond movie going back to 1973.

TASTING NOTES:
The rich, full-bodied palate is perfectly balanced with fresh acidity, dominated by flavors of pear, brioche and gingersnap.

“**Bollinger is of course one of the great names in Champagne. The Special Cuvee is typically one of my favorite wines in its price range**”
– Robert Parker
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.
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 CHIDAINE
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 negocié 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
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
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.
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 its 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)
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%

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

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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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• direct press / 24 hour or less skin contact for elegant color
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• 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.
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

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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.
Flagship Lounge-Wine

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

BAND OF VINTNERS
2015 Cabernet Sauvignon – Napa Valley
VARIETAL: 93% Cabernet Sauvignon, 4% Merlot, 3% Cab Franc
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.
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 from 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.
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.
Job Description – Utility Continued

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 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.

• Preparates 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

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.
Job Description – FLAGSHIP LOUNGE
Culinary 2

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 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.
FLAGSHIP Lounge – Floor Attendant
Notes