

Accor professions guide: Wine waiter - Wine waitress



What exactly does my mission involve?

- Welcome warmly the guest and advise him
- Recommend the appropriate wine with dishes selected
- Serve the wines
- Manage the wine cellar of the restaurant.
- Develop the wine list, according to the tastes of customers and the theme of the restaurant

Apply on line for the wine waiter / wine waitress positions

This profession exists...

In most luxury restaurants of the Group.



Testimony of George Haralambopoulos, Wine waiter, Sofitel Werribee Park Mansion Hotel & Spa, Australia.

"I am the luckiest sommelier in Accor's Australian chain of hotels having our own winery, (the awards winning Shadowfax Wines) and over 400 wines from around the world to work with. Now, in my 10th year at the Sofitel Werribee Park Mansion Hotel and Spa in Werribee, it is the return guests that give me the best thrill when they close the menu and wine list and say: "You choose for us, three courses each with your wine pairing recommendation ". This looks easy to do because it is an accumulation of fine details. Intimate knowledge of the ingredients in every dish, wine testing, exhibitions, master classes, meeting wine makers, wine representatives, going to their cellar door and of course, lots and lots of reading on current vintage releases around the word. Our surroundings are unrivalled in Australia as are our wine lists!"

Good interpersonal skills and self confidence
Guest and service oriented, with attention to quality
Passionate
Idea Generator
Curiosity
Reactivity
Rigorous and organized
Good listener and adaptability

Customer Relation

Listen to customers and meet their expectations
React to customer comments (both positive and negative)

Orders and services

Serve the customer's order
Participate in wine services

Welcome

Harmonize the choice between the dish and the wine
Present the list of wine
Help customers to make a decision

Setting up

Store wine according to their origins
Tidy up the wine cellar of the restaurant
Make the inventories

Professional training in restaurant and complementary training in oenology and wine
Knowledge of wine
Professional English

Maître d'hôtel (m/f) (according to the hotel)
International mobility